

***Los Alamos National Laboratory
Community Leaders Study
September 2010***

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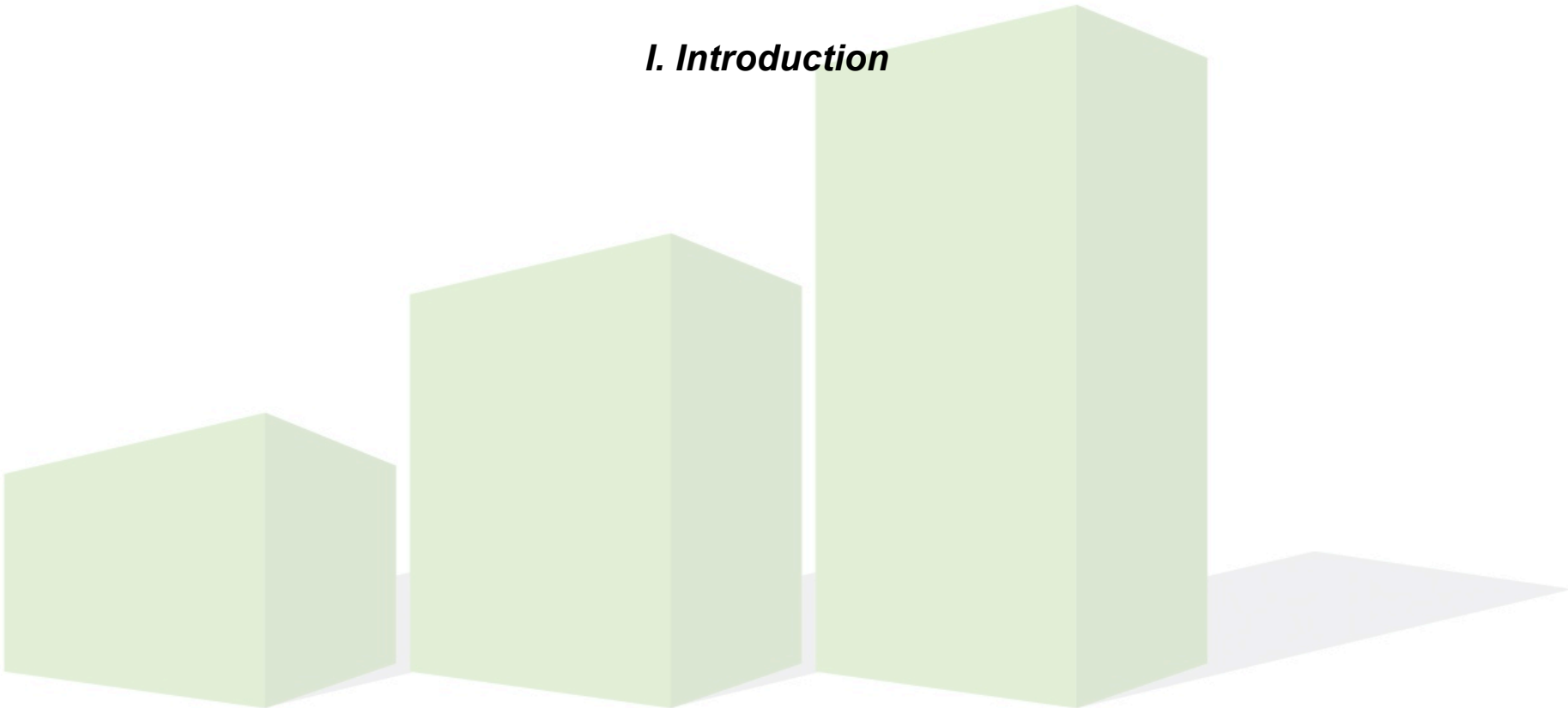
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I. Introduction



Methodology

This tracking study was commissioned by Los Alamos National Laboratory. The objective of this study was to measure the Laboratory's perceived progress in maintaining community relationships and listening and responding to the needs of the communities in Northern New Mexico under its contractor, Los Alamos National Security, LLC. The study also measures changes in Community Leaders' awareness and satisfaction levels with specific Laboratory programs and activities over the past year. The results of the research will help to better shape and direct the Los Alamos National Security and Laboratory's contributions to the region in the near- and long-term future.

The Interview

The survey instrument was designed in collaboration with LANL officials. Research & Polling, Inc. refined the survey instrument, conducted the interviews by telephone, and compiled the results. The Director of Los Alamos National Laboratory sent a letter to Community Leaders to inform them of the research objectives and to request their participation in the study. This letter also advised respondents that Research & Polling, Inc. would be contacting them in the near future. In many instances, Research & Polling scheduled a specific date and time to conduct the interview. The interviews were conducted between August 9th and September 1st, 2010.

The Report

This report summarizes results for each question and reports on any variances in attitude or perception, where significant, among demographic subgroups. The subgroups examined in this report include organizational sectors and county. The organizational sectors and counties were determined by LANL and coded on the phone list provided to Research & Polling, Inc. All respondents will receive an aggregate report showing how

Community Leaders responded to the survey. This report also discusses any changes in attitude or perception over the past ten years.

In this year's questionnaire the "don't know" and "won't say" responses were separated. In previous studies these response categories were combined within the questionnaire. However, due to the very low number of respondents who refused to give an answer to any of the questions in the current study, we have combined the "don't know" and "won't say" responses within the report.

Sample Bias

A list of Community Leaders was provided by Los Alamos National Laboratory. The Community Leaders were grouped into five sectors: Government, Economic/Business, Education, Tribal, and Special Interest Groups.

In order to improve comparability with past studies, each year Research & Polling, Inc. weights the surveys by organizational sector and region to reflect a similar sample distribution.

	2005			2006			2007			2008			2009			2010		
Sector	# of Names Provided	# of Completed Interviews	Response Rate	# of Names Provided	# of Completed Interviews	Response Rate	# of Names Provided	# of Completed Interviews	Response Rate	# of Names Provided	# of Completed Interviews	Response Rate	# of Names Provided	# of Completed Interviews	Response Rate	# of Names Provided	# of Completed Interviews	Response Rate
Special Interest Groups	28	21	75%	58	34	58%	34	28	82%	49	40	82%	16	15	94%	6	5	83%
Tribal	61	22	36%	45	23	51%	49	33	67%	51	32	63%	53	33	62%	66	48	73%
Education	93	75	81%	75	39	52%	72	39	54%	62	46	74%	77	56	73%	68	59	87%
Government	120	98	82%	107	67	63%	104	55	53%	115	82	71%	79	56	71%	67	33	49%
Economic/Business	294	189	64%	197	135	68%	181	134	74%	105	71	68%	77	64	83%	103	77	75%
Total	596	405	68%	482	298	62%	440	289	66%	382	271	71%	302	224	74%	310	222	72%

Executive Summary

In last year's study, we observed a significant improvement in LANL's overall image among Community Leaders. The results from the current survey of Community Leaders shows that LANL has maintained its improved standing. Overall, 78% of the Community Leaders surveyed say they have a favorable opinion of LANL with 40% saying they have a *very favorable* opinion. The 78% of Leaders who say they have a favorable opinion of LANL is the highest observed since this question was first asked in 1998. Just 4% of the Leaders surveyed currently have an unfavorable opinion of LANL.

Approximately two-thirds (65%) of Community Leaders give LANL high ratings for its corporate citizenship which is similar to the 69% observed last year and much higher than had been observed in prior years. Just 9% of the Leaders give LANL a negative rating for its corporate citizenship.

All-time highs are observed for the Community Leader's overall evaluation of Los Alamos National Security, LLC. (LANS). Nearly half (49%) of the Leaders surveyed say they have a favorable opinion of LANS, up slightly from the 45% observed last year. Just 9% of the Leaders have an unfavorable opinion of LANS, though approximately two-fifths either have no opinion (19%) or have a neutral opinion (23%).

Communication

Communication is, of course, one of the key components to LANL's overall success (or failure) to maintain and improve its image throughout the state. The results from the last two surveys show that LANL's efforts to improve communications with the public along with its community outreach and economic programs are helping to bolster its image.

When asked in an unaided, open-ended manner what are the top ways they receive information about LANL, the Leaders surveyed are most apt to mention newspapers (50%), monthly electronic newsletter/Connections (38%), and Lab employees (24%). However, when asked how they would *prefer* to receive information about LANL, the Leaders are most apt to mention monthly electronic newsletter/Connections (47%) and email updates from LANL (33%), while just 16% say they would prefer to receive this information through newspapers.

The results seem to show that many of the Leaders would really prefer direct contact, be it through email or mailed newsletters, to find out more about what is happening at the Lab.

In last year's study, scores for communication spiked when compared to previous studies. Currently, 67% of the Leaders say they are either *very satisfied* (28%) or *somewhat satisfied* (39%) with the methods that are available for communication with LANL regarding needs, concerns and ideas. This is lower than the 73% observed last year, though still higher than had been observed in previous studies.

Four-fifths of the Community Leaders also say they are currently either *very satisfied* (26%) or *somewhat satisfied* (54%) with the Lab's efforts to listen to the perspectives of the Northern New Mexico community, while 72% express satisfaction with the Lab's effort to respond to community concerns.

LANL has been making great progress in communicating with the public as reflected by the positive ratings observed over the past two years.

Economic and Business Issues

The vast majority of Community Leaders express satisfaction with LANL's economic contributions to the region. In fact, 60% say they are *very satisfied* and another 31% are *somewhat satisfied* with the overall impact LANL has on the economy in Northern New Mexico. These numbers are very similar to those observed in previous studies. It should be noted that 89% of the Business/Economic Leaders express satisfaction with LANL's overall economic impact (63% are *very satisfied*).

When it comes to specific economic programs such as Northern New Mexico Connect, New Mexico Small Business Assistance, Supplier Forums and Lab Start, 64% of the Leaders say they are satisfied, while 15% express dissatisfaction and 21% are simply unaware of these programs. These results are very similar to those observed last year.

Three-fifths of the Leaders also express satisfaction with LANL's efforts to foster new businesses in Northern New Mexico through its technologies, while 24% say they are dissatisfied and 16% have no opinion.

The majority (54%) of Community Leaders say they are either *very satisfied* (14%) or *somewhat satisfied* (40%) with LANL's effort to purchase more goods and services from businesses in Northern New Mexico. This is similar to the 51% observed last year, though those who say they are *very satisfied* has fallen by 10 percentage points. One-quarter of the Leaders surveyed say they are dissatisfied with LANL's purchasing of local goods and services. It should be noted that among Business/Economic Leaders, 55% are satisfied with LANL's effort to purchase local goods and services, while 29% are dissatisfied.

Overall, two-thirds of the Leaders surveyed believe LANL's partnerships with the business community in Northern New Mexico are either *very effective* (25%) or *somewhat effective* (42%).

When asked to make comments or suggestions regarding LANL's economic initiatives, several Leaders commented on the good work LANL is currently doing, "*Very impressive; keep going strong.*" Other Leaders commented on the need for more information and continued efforts to reach out and inform businesses of the opportunities that are available. As one of the Leaders stated, "*A lot of people don't know these (economic) programs are available. LANL must try to get the word out.*" A complete list of verbatim comments pertaining to economic development can be found on pages 62 and 63.

Educational Issues

LANL receives high marks when it comes to its education programs and initiatives. Eighty-five percent of the Leaders surveyed are either *very satisfied* (55%) or *somewhat satisfied* (30%) with the educational programs offered by LANL. Among Educational Leaders, 72% are *very satisfied*. As one Leader told us, "*They are doing a great job, especially in the last couple of years, getting knowledge out to people.*"

Four-fifths of the Leaders surveyed express satisfaction with LANL's educational grants and employee scholarship fund which is similar to results observed in previous studies. Four-in-five of the leaders also say they are at least *somewhat satisfied* with the overall impact the Lab has on education in Northern New Mexico. Nearly three-fifths (59%) of the Educational Leaders say they are *very satisfied* with LANL's overall impact on education.

The Leaders were asked to give suggestions as to how LANL can improve upon its education initiatives. A wide variety of recommendations were offered, many of which centered on improving communication of what is available and greater outreach to the schools. Many Leaders simply

commented on the good work that LANL is currently doing and would like to see an expansion of these efforts throughout the state. A complete list of verbatim suggestions can be found on pages 59-61.

Quality of Life

As has been observed in previous studies, the Community Leaders express a high level of satisfaction with LANL's charitable contributions. In fact, 48% of the Leaders say they are *very satisfied* and 33% say they are *somewhat satisfied* with LANL's involvement in Northern New Mexico through school/holiday drives, employee giving campaigns and other charitable programs. Leaders in Los Alamos are much more likely than Leaders in other areas to be *very satisfied* with these efforts.

Approximately three-quarters (73%) also express satisfaction with LANL's efforts to provide effective environmental stewardship, monitoring and remediation (28% are *very satisfied*).

Furthermore, 68% of the Leaders feel LANL's partnerships with community nonprofit organizations are either *very effective* (31%) or *somewhat effective* (37%), though 17% have no opinion on the matter.

When asked to give comments or suggestions about LANL's charitable giving, the Leaders have largely positive comments about the work LANL is currently involved in. Some of the Leaders perceive there to be too much focus on the community of Los Alamos and expressed a desire for LANL to expand its efforts to neighboring communities and to better inform communities of what is available. As one Leader suggests, "*Reach out to the communities that have not made requests. Find out specific needs of each community and try to meet those needs.*"

Government and Tribal Partnerships

Just over four-fifths of the Tribal Leaders surveyed believe LANL's partnerships with tribal governments and agencies are either *very effective* (22%) or *somewhat effective* (59%). Although LANL has made great efforts to reach out to the tribal communities in the region, many of the verbatim comments relate to the need to better communicate with the various tribal organizations.

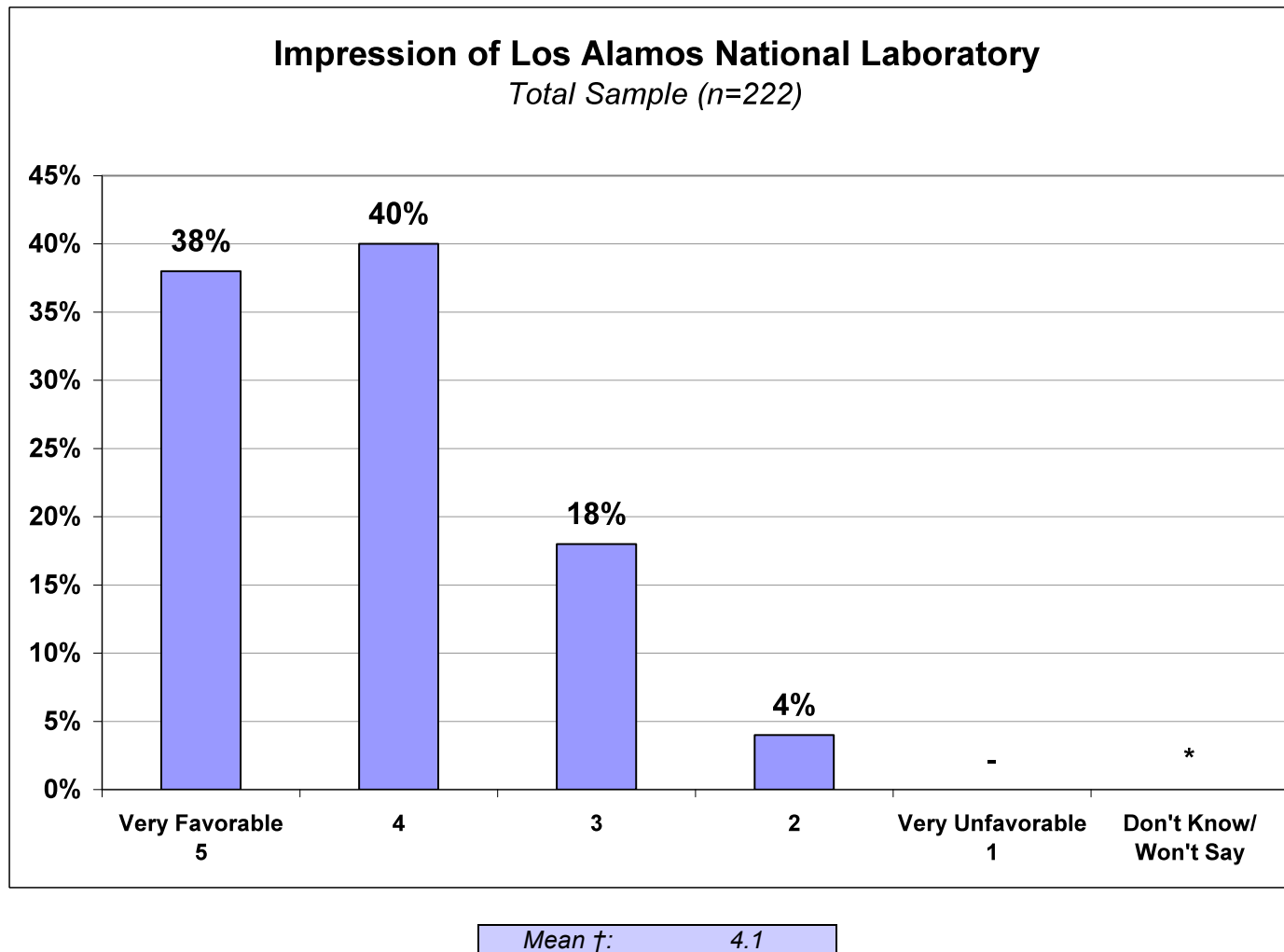
It should also be noted that the large majority of Government Leaders believe that LANL's partnerships with county and municipal government in Northern New Mexico are either *very* (19%) or *somewhat effective* (43%).

Major Problems Facing Northern New Mexico

(Top 6 Unaided Responses)

	<i>2010 Total Sample (n=222)</i>
Economy: weak	31%
Non-availability of good jobs	28%
Educational system is poor	22%
Illegal drug use	9%
Lack of economic opportunities	8%
Economic diversification	7%

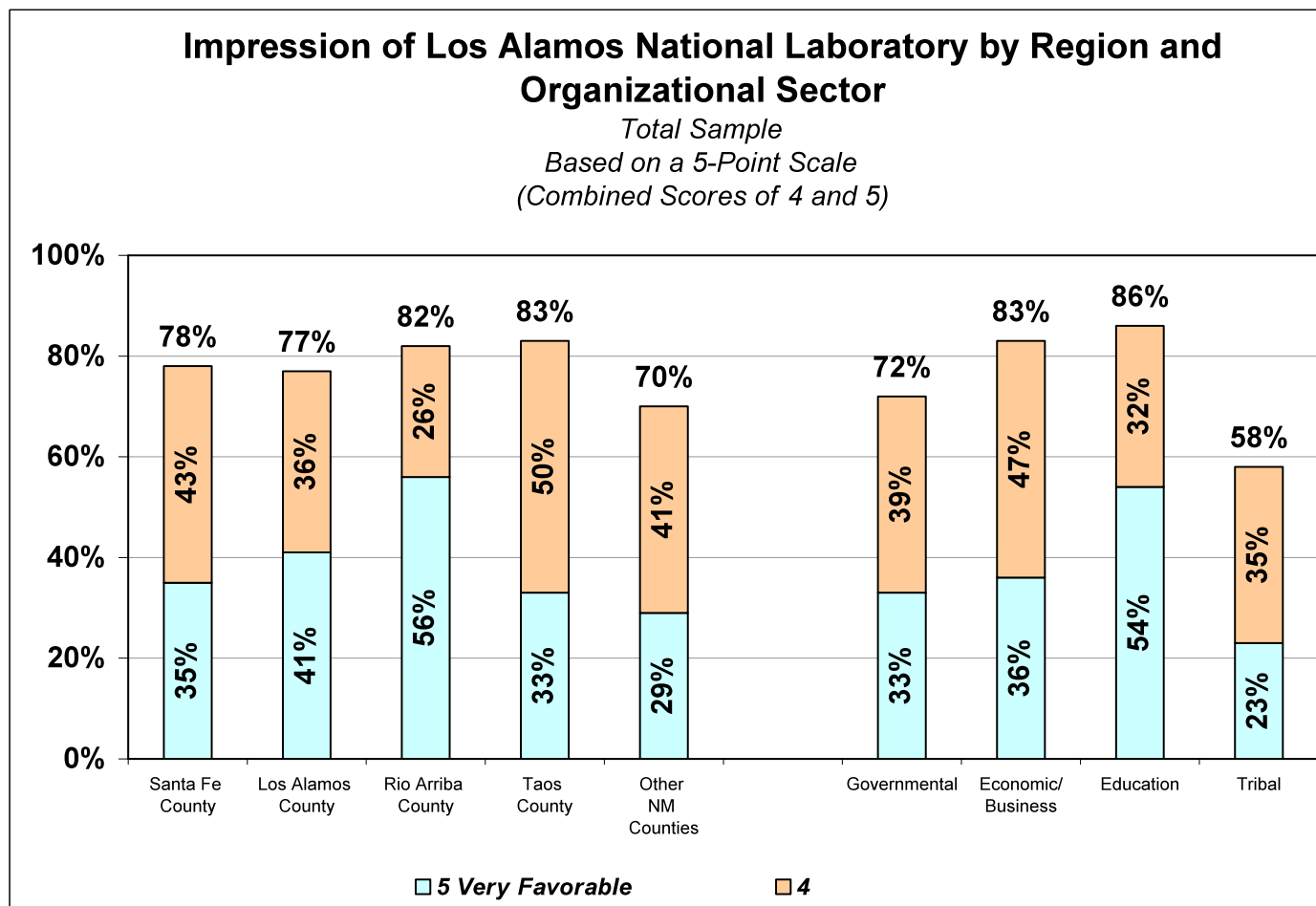
Community Leaders were asked in an unaided, open-ended manner what they feel is the single biggest challenge facing Northern New Mexico today. Thirty-one percent of Community Leaders say the economy is weak, while 28% mention non-availability of good jobs, and 22% say the educational system is poor. Nine percent of Community Leaders feel that illegal drug use is the principal problem facing Northern New Mexico, while 8% mention lack of economic opportunities, and 7% say economic diversification is the biggest challenge.



*Less than 1% reported.

† The mean score is derived by taking the average score based on the 5-point scale. The Very Favorable response is assigned a value of 5; the Very Unfavorable response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

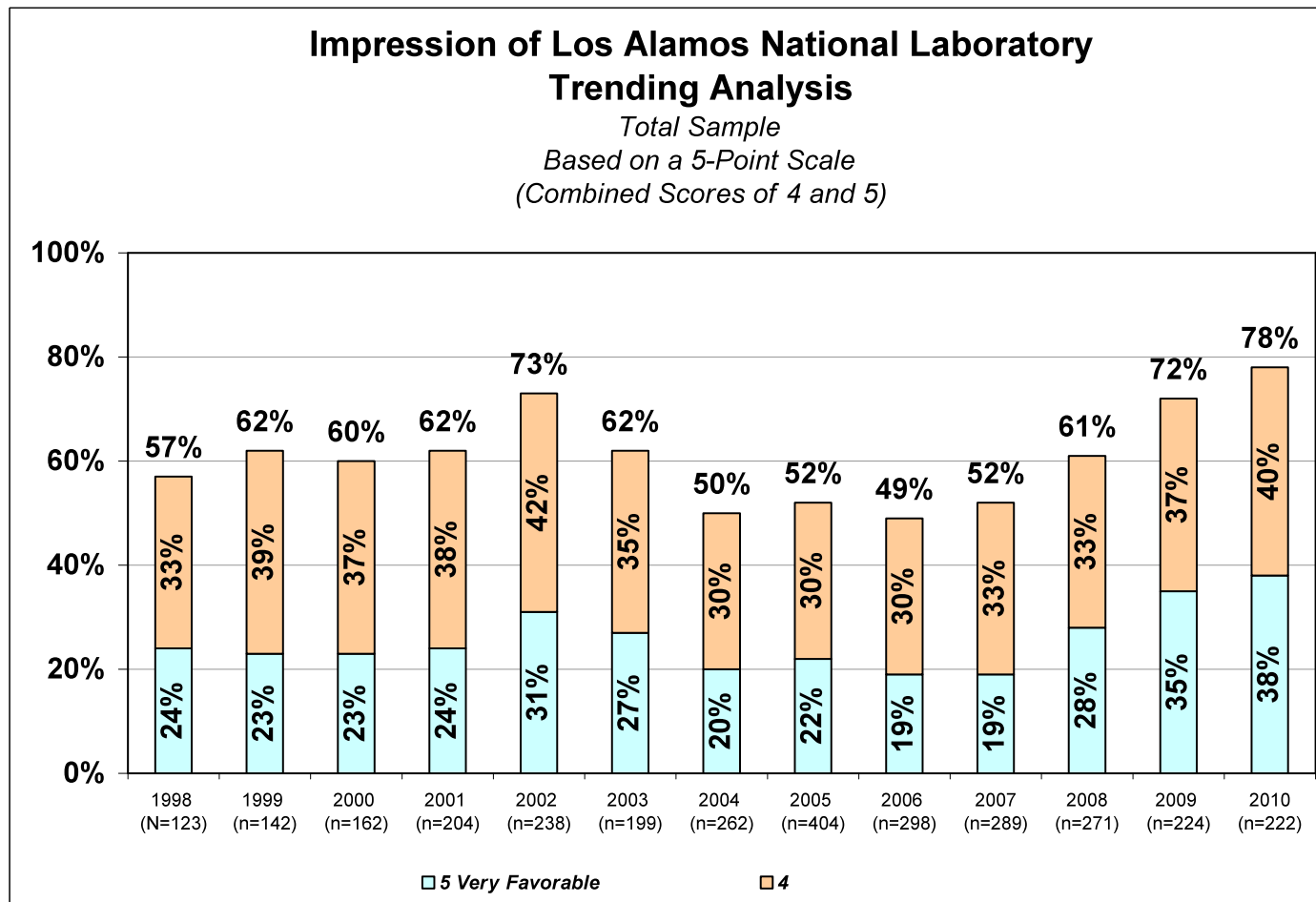
Community Leaders were asked to rate their general impression of Los Alamos National Laboratory on a 5-point scale, where 5 is *very favorable* and 1 is *very unfavorable*. Nearly four-fifths (78%) of Community Leaders have a favorable impression of LANL (giving a rating of 4 or 5), with almost two-fifths (38%) saying they have a *very favorable* impression. Eighteen percent give a neutral rating of 3, and just 4% give an unfavorable rating of 2.



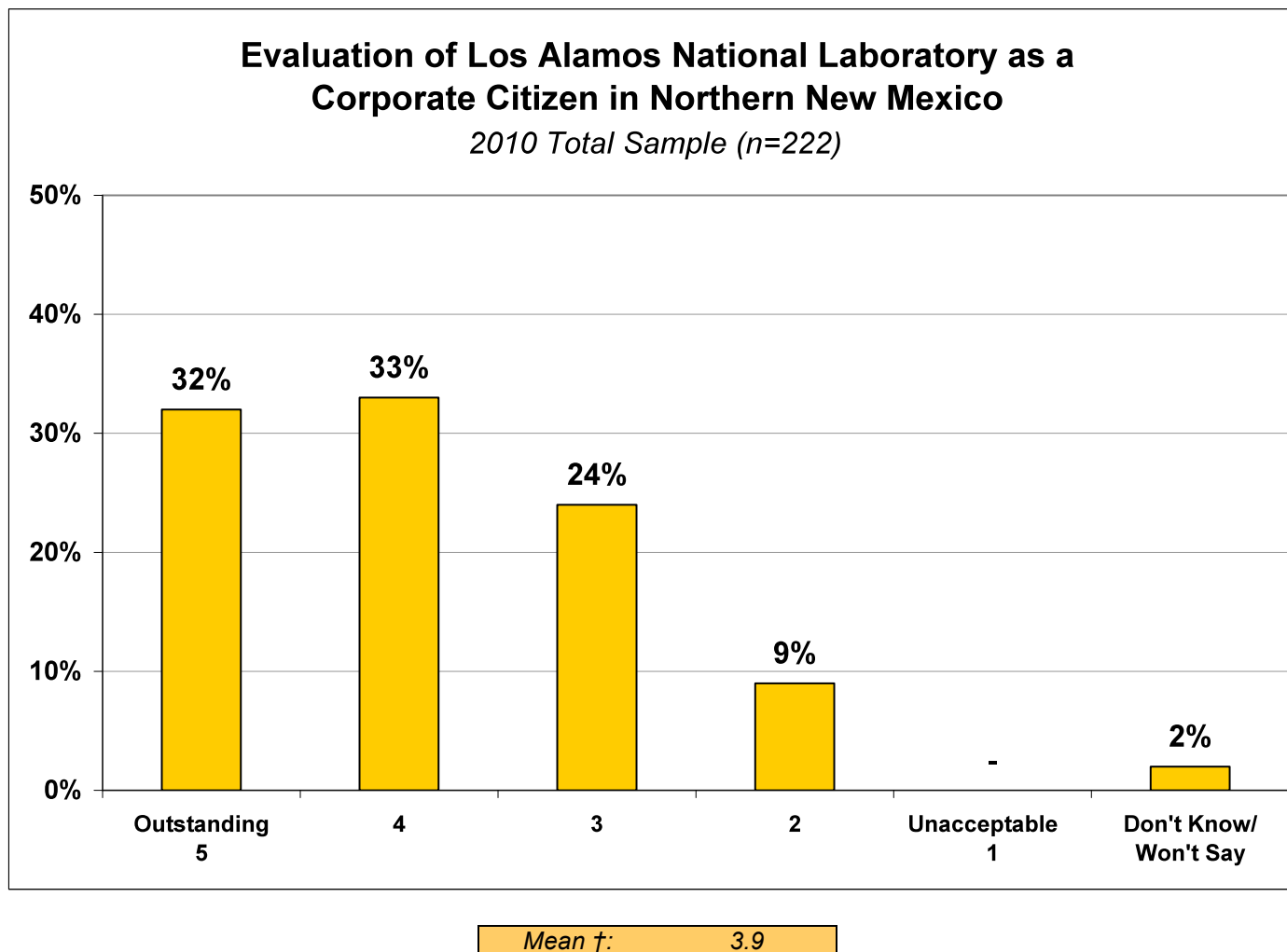
Looking at the differences in opinion both regionally and at the organizational level, we find some slight differences. Regionally, the scores are relatively consistent in terms of those who have a favorable opinion of LANL (a score of 4 or 5 on a 5-point scale) with a range of 83% in Taos County to 70% in other New Mexico counties. Over three-quarters (77%) of Leaders in Los Alamos County give LANL a favorable rating, while 8% have an unfavorable opinion and 15% have neutral or mixed feelings about LANL.

Community Leaders in the Education sector (86%) are more likely to have a favorable opinion of LANL than those in the Governmental (72%) and Tribal (58%) sectors. Although the Education sector continues to yield the highest ratings among all groups, it should be noted that since 2008, the percentage of favorable ratings has continued to rise among Economic/Business Leaders. Favorability among Tribal Leaders has also shown slight improvement, increasing from 54% in 2009 to 58% currently.

Although Tribal Leaders are much less likely than others to have a favorable impression of LANL, it is important to note that only 6% have an unfavorable opinion of LANL.

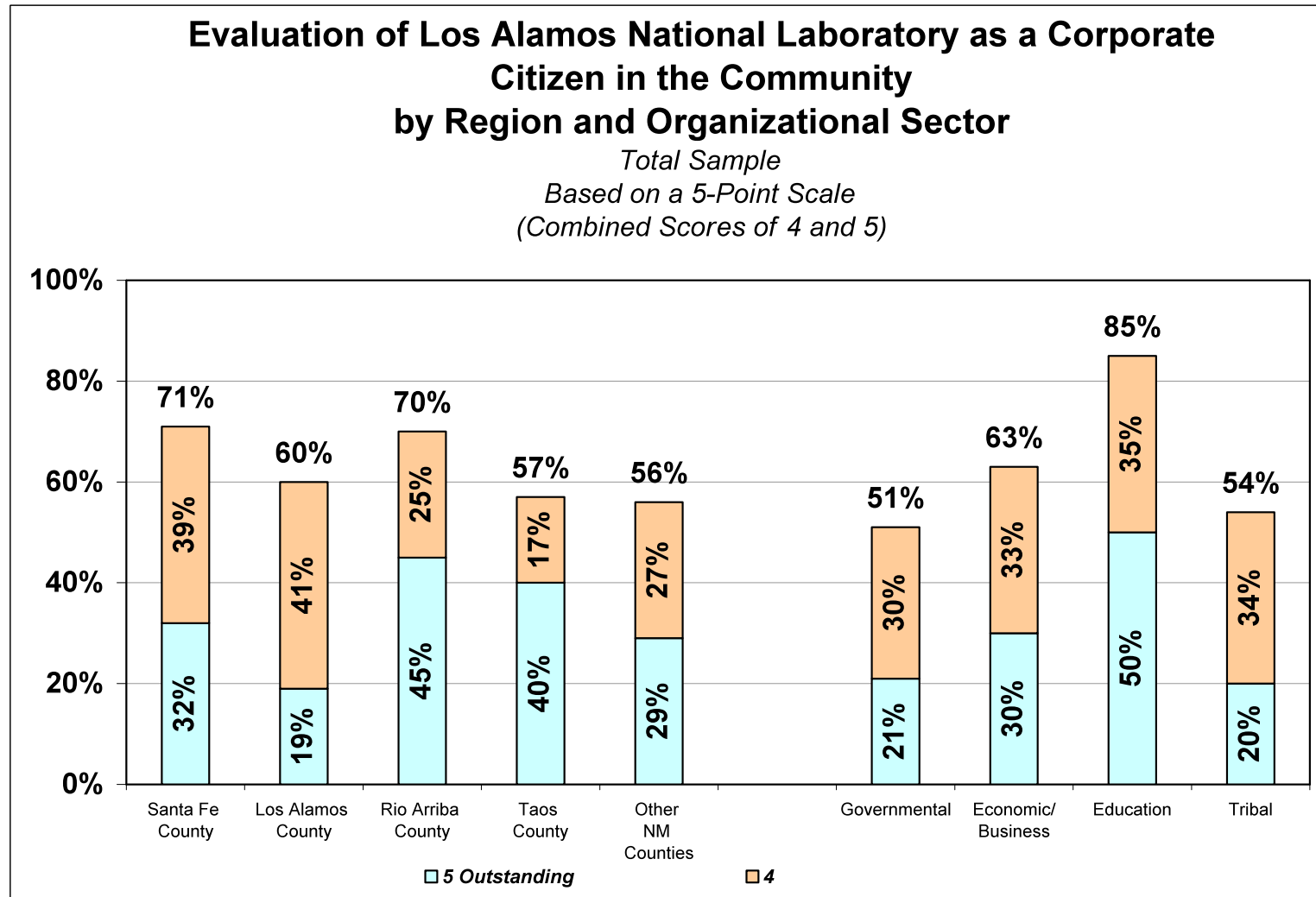


The graph above illustrates Community Leaders' favorable impressions (those who gave LANL a rating of 4 or 5 on a 5-point scale) from 1998 to 2010. Presently, 78% of Community Leaders have a favorable opinion of the Lab, which is the highest overall rating observed to date. LANL's overall image rating among Community Leaders has continued on an upward trend since 2007.



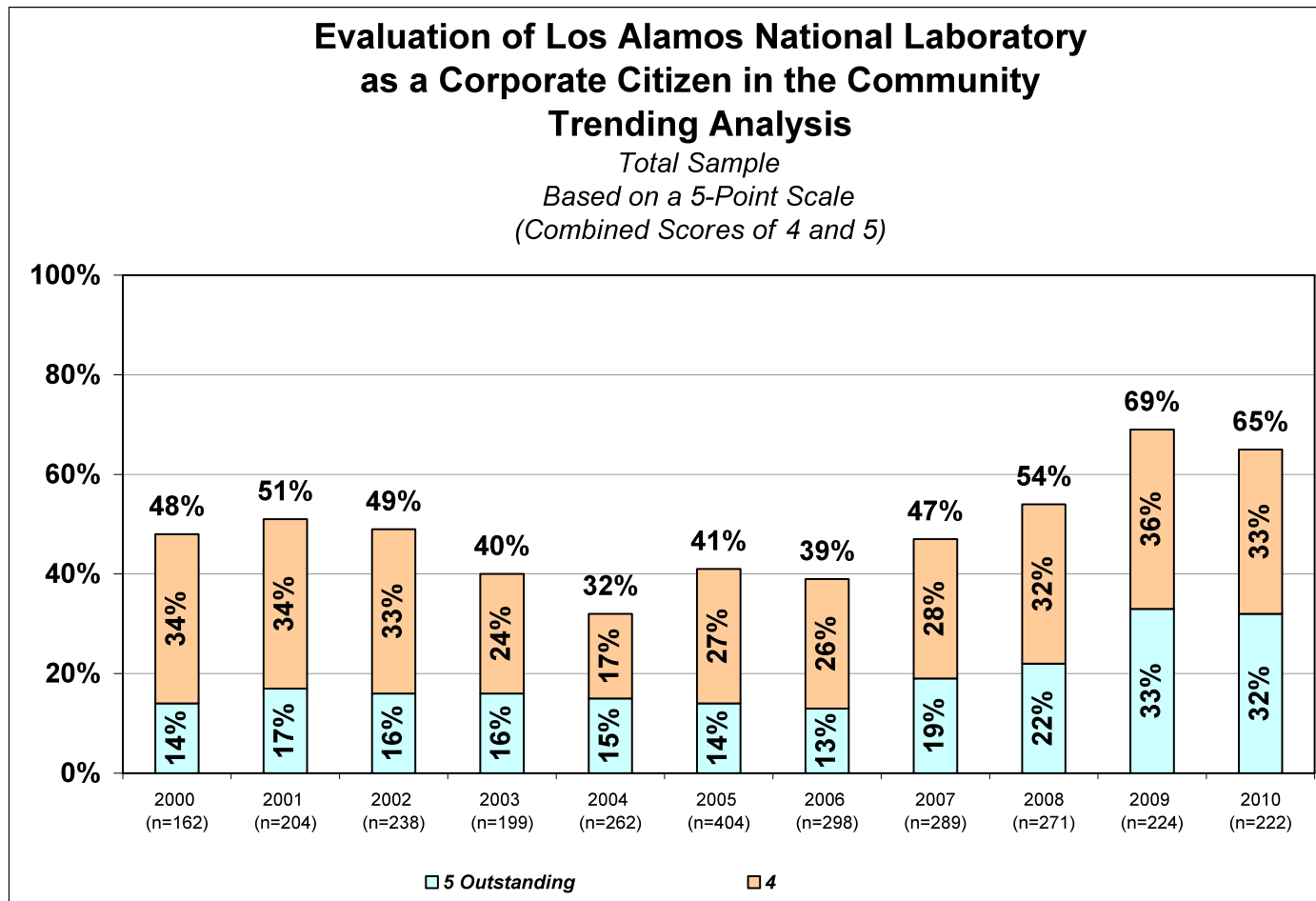
† The mean score is derived by taking the average score based on the 5-point scale. The Outstanding response is assigned a value of 5; the Unacceptable response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

Community Leaders were asked to appraise LANL as a corporate citizen in Northern New Mexico using a 5-point scale where 5 is *outstanding* and 1 is *unacceptable*. The majority of the Community Leaders (65%) give a positive rating of 4 or 5 with one-third (32%) saying LANL is *outstanding*. Nine percent give a poor rating of 2 and 24% have neutral or mixed feelings about LANL's corporate citizenship, giving a rating of 3. It should be noted that no Community Leaders rate LANL's corporate citizenship as being *unacceptable*.

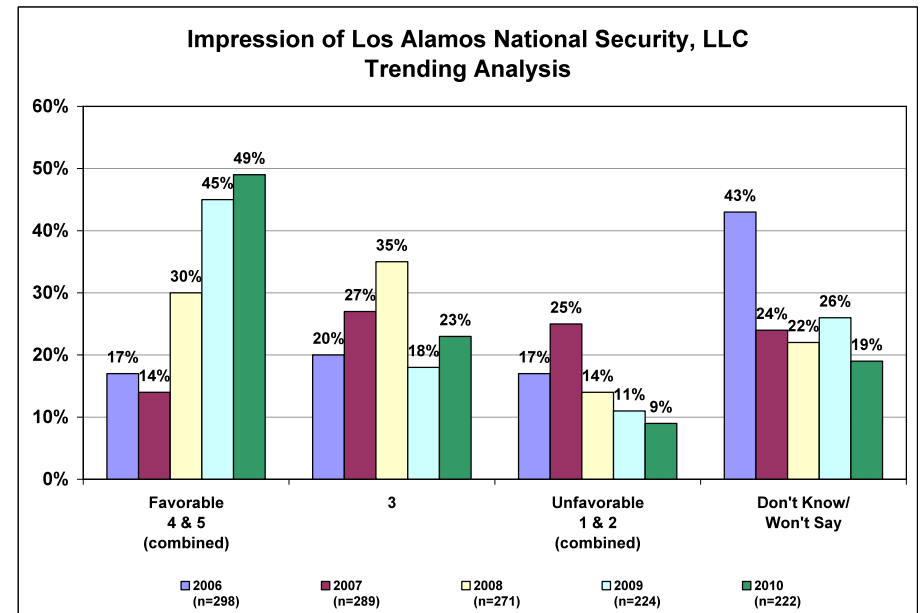
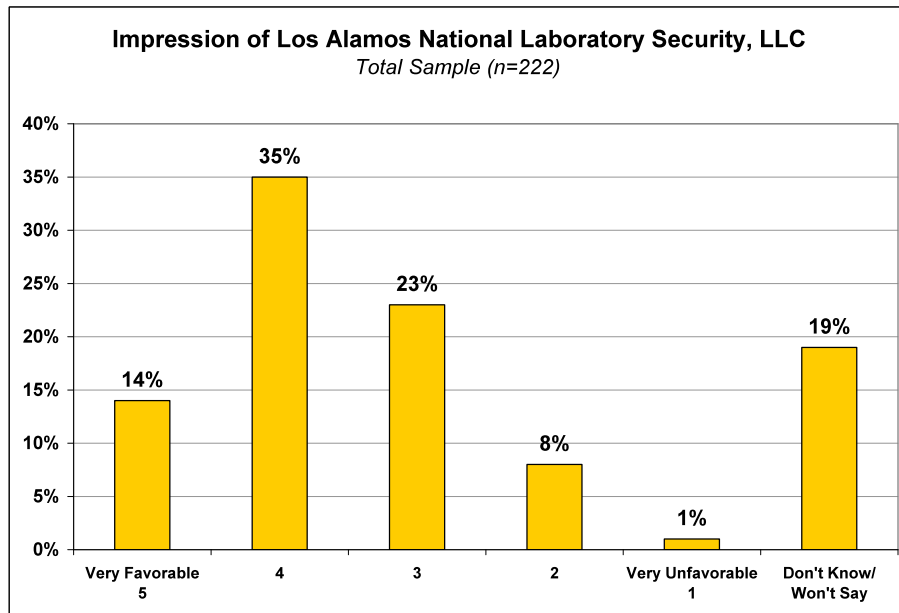


At the regional level, it is observed that Leaders in Santa Fe County (71%) and Rio Arriba County (70%) are most apt to rate LANL highly for being a good corporate citizen, whereas Leaders in Los Alamos (60%), Taos (57%), and other counties (56%) are comparatively less apt to do so.

Community Leaders in the Education (85%) and Economic/Business (63%) sectors are more likely to give LANL a positive rating for its corporate citizenship than those in the Tribal (54%) and Governmental (51%) sectors.



As shown above, the majority (65%) of Community Leaders currently have a positive opinion of LANL as a corporate citizen in Northern New Mexico. Although this is a slight decrease from 2009, it is significantly higher than scores observed in previous studies.



Mean †:	3.7
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† The mean score is derived by taking the average score based on the 5-point scale. The Very Favorable response is assigned a value of 5; the Very Unfavorable response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

Community Leaders were asked to rate their overall impression of the Laboratory's Management and Operations contractor, Los Alamos National Security, LLC. (LANS), based on a 5-point scale, where 5 is *very favorable* and 1 is *very unfavorable*. As shown above, 49% of the Leaders surveyed have a favorable impression of LANS, while 10% have an unfavorable impression, and nearly one-quarter (23%) have neutral or mixed feelings about the contractor.

One of the reasons for the comparatively lower scores observed for LANS compared to Los Alamos National Laboratory is the high percentage of respondents (19%) who have not formed an opinion of the contractor. Community Leaders in Education (24%) and Tribal (23%) sectors are more apt than others to say they have no opinion of LANS.

Trending Analysis

The graph on the right displays Community Leaders' impressions of Los Alamos National Security, LLC, grouping together favorable (4 and 5) and unfavorable (1 and 2) ratings from 2006 through 2010. Favorability ratings continue to improve as the percentage of those who have not formed an opinion decreases over time.

Top Ways of Receiving Information About Los Alamos National Laboratory

(Top 9 Unaided Responses)

	<i>2010 Total Sample (n=222)</i>
Newspapers	50%
Monthly electronic newsletter/Connections (email)	38%
Lab employees	24%
Neighbors/friends/family	17%
Internet	15%
Television	14%
LANL subscription email updates from web page	14%
Other meetings/talks	12%
Quarterly regional leaders' breakfast	11%

Preferred Way of Receiving Information About Los Alamos National Laboratory

(Top 5 Unaided Responses)

	<i>2010 Total Sample (n=222)</i>
Monthly electronic newsletter/Connections (email)	47%
LANL email updates	33%
Newspapers	16%
Other meetings/talks	10%
Internet	10%

When Community Leaders were asked in an unaided, open-ended manner, what are the top three ways they receive information about Los Alamos National Laboratory, the most common answer given is newspapers (50%). Thirty-eight percent of Leaders say they receive information about LANL from monthly electronic newsletter (Connections), while 24% mention Lab employees and 17% say neighbors, friends or family. Other top answers include: Internet (15%), LANL subscription email updates from webpage (14%), television (14%), meetings/talks (12%), and quarterly regional leaders' breakfast (11%).

Community Leaders were also asked in an unaided, open-ended manner, in what ways they would *prefer* to receive information about Los Alamos National Laboratory. The top answer is monthly electronic newsletter (Connections) (47%), followed by LANL email updates (33%). Sixteen percent of Leaders say they prefer to receive information about LANL from newspapers, while 10% mention meetings/talks, and another 10% prefer the Internet.

Evaluation of Specific LANL Attributes: Communication Issues

Ranked By Highest Percentage "Very Satisfied"
Total Sample (n=222)

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
Methods available to you for communicating with LANL regarding your needs, concerns and ideas	28%	39%	18%	6%	9%
Efforts to listen to the perspectives of the Northern NM community	26%	54%	11%	2%	7%
Efforts to respond to the perspectives of the Northern NM community	26%	46%	19%	4%	5%

Community Leaders were asked to rate their level of satisfaction with different aspects of communication with Los Alamos National Laboratory. Approximately two-thirds of Community Leaders (67%) express satisfaction with **the methods available for communicating** with LANL regarding their needs, concerns and ideas, while 24% are dissatisfied.

When asked to rate their level of satisfaction with LANL's **efforts to listen to the perspectives** of the Northern New Mexico community, four-fifths of Leaders say they are either *somewhat* (54%) or *very satisfied* (26%), while 13% express dissatisfaction. It should be noted that approximately one-fifth of the Leaders in Los Alamos and Rio Arriba Counties express dissatisfaction with LANL's efforts to listen to community perspectives.

Community Leaders were also asked to rate their satisfaction with the Lab's **efforts to respond to the perspectives** of the Northern New Mexico community. Approximately seven-in-ten of the Leaders (72%) indicate satisfaction with the Lab's responsiveness while 23% are dissatisfied. Again, Leaders in Los Alamos (36%) and Rio Arriba (30%) are more apt than others to say they are dissatisfied with LANL's responsiveness.

Evaluation of Specific LANL Attributes: Communication Issues

Trending Analysis

Ranked By Highest Percentage "Very Satisfied" (2010)
Total Sample

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
Methods available to you for communicating with LANL regarding your needs, concerns and ideas					
September 2010 (n=222)	28%	39%	18%	6%	9%
October 2009 (n=224)	33%	40%	16%	5%	6%
October 2008 (n=271)	22%	34%	26%	10%	8%
October 2007 (n=289)	27%	30%	23%	14%	6%
September 2006 (n=298)	20%	23%	27%	22%	7%
September 2005 (n=404)	22%	30%	24%	16%	9%
September 2004 (n=262)	19%	39%	23%	16%	2%
September 2003 (n=199)	24%	38%	21%	12%	5%
September 2002 (n = 238)	23%	46%	15%	12%	5%
Efforts to listen to the perspectives of the Northern NM Community*					
September 2010 (n=222)	26%	54%	11%	2%	7%
October 2009 (n=224)	32%	44%	13%	2%	9%
October 2008 (n=271)	27%	37%	22%	6%	7%
October 2007 (n=289)	20%	42%	18%	12%	8%
September 2006 (n=298)	16%	28%	27%	19%	10%
September 2005 (n=404)	19%	35%	22%	15%	10%
September 2004 (n=262)	23%	34%	25%	11%	7%
September 2003 (n=199)	25%	37%	19%	11%	8%
September 2002 (n = 238)	27%	41%	17%	9%	6%
December 2001 (n = 204)	20%	41%	20%	11%	8%
September 2000 (n = 162)	30%	35%	14%	15%	6%
Efforts to respond to the perspectives of the Northern NM Community*					
September 2010 (n=222)	26%	46%	19%	4%	5%
October 2009 (n=224)	28%	44%	15%	2%	11%
October 2008 (n=271)	21%	41%	22%	8%	8%
October 2007 (n=289)	16%	37%	24%	15%	8%
September 2006 (n=298)	10%	24%	29%	27%	10%
September 2005 (n=404)	13%	35%	27%	15%	10%
September 2004 (n=262)	11%	36%	26%	15%	12%
September 2003 (n=199)	12%	36%	27%	13%	12%
September 2002 (n= 238)	14%	45%	26%	8%	7%
December 2001 (n = 204)	13%	35%	26%	13%	13%
September 2000 (n = 162)	16%	43%	19%	15%	7%

Trending Analysis

Satisfaction with efforts to listen to the perspectives of the community has slightly increased over the past year from 76% in 2009 to 80% in 2010. Community Leaders' satisfaction with LANL's efforts to respond to the perspectives of the community has remained stable at 72% since the previous study. Levels of satisfaction with methods available for communicating with LANL have decreased since the previous study, with 67% of Community Leaders giving a favorable rating currently compared to 73% in 2009. However, current satisfaction with this aspect of communication is comparatively higher than results before 2009.

*It should be noted that, in previous studies, Community Leaders were asked to rate their satisfaction with LANL's efforts to listen and respond to the concerns of their community. Starting in 2008, Leaders were asked to rate their level of satisfaction with the Lab's efforts to listen and respond to the perspectives of the community. This may account for some of the improvement observed with these two questions when compared to previous studies.

Evaluation of Specific LANL Attributes: Economic Issues

Ranked By Highest Percentage "Very Satisfied"
Total Sample (n=222)

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
The overall impact on the economy in Northern New Mexico	60%	31%	5%	2%	1%
The Lab's economic development programs such as Northern New Mexico Connect, New Mexico Small Business Assistance, Supplier Forums and Lab Start	26%	38%	11%	4%	21%
The Lab's efforts to foster new businesses in Northern New Mexico through its technologies	25%	35%	19%	5%	16%
Efforts to purchase more goods and services from businesses in Northern New Mexico communities during the last year (LANL)	14%	40%	18%	7%	21%

Community Leaders were asked to rate their level of satisfaction with several aspects of LANL's involvement in the Northern New Mexico business community. Ninety-one percent of Community Leaders are either *somewhat* (31%) or *very satisfied* (60%) with LANL's **overall impact on the Northern New Mexico economy**, while only 7% are dissatisfied. Tribal Leaders are less likely than others to say they are *very satisfied* with LANL's overall impact on the local economy (36%).

Nearly two-thirds (64%) of the Leaders surveyed expressed satisfaction with the Lab's **economic development programs such as Northern New Mexico Connect, New Mexico Small Business Assistance, Supplier Forums and Lab Start**. Fifteen percent are dissatisfied and one-fifth of the Community Leaders haven't formed an opinion about these programs. It should be noted that while the majority (64%) of Economic/Business Leaders are satisfied with LANL's economic programs, 22% express dissatisfaction.

Three-fifths of the Leaders say they are either *very satisfied* (25%) or *somewhat satisfied* (35%) with the **Lab's efforts to foster new businesses in Northern New Mexico through its technologies**, while 24% express dissatisfaction. Among the Business/Economic Leaders 59% say they are at least *somewhat satisfied*, while 31% say they are dissatisfied with the Lab's efforts to foster new businesses.

When asked about their satisfaction with the Lab's efforts **to purchase goods and services from Northern New Mexico businesses during the past year**, the majority (54%) express satisfaction, while one-quarter are dissatisfied and 21% have no opinion. Leaders in Los Alamos (68%) are more likely than others to say they are satisfied with LANL's efforts to use local businesses, while Leaders in Rio Arriba County are more apt to express dissatisfaction (47%).

Evaluation of Specific LANL Attributes: Economic Issues

Trending Analysis

Ranked By Highest Percentage "Very Satisfied" (2010)
Total Sample

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
The overall impact on the economy (LANL)					
September 2010 (n=222)	60%	31%	5%	2%	1%
October 2009 (n=224)	58%	34%	5%	2%	1%
October 2008 (n=271)	60%	27%	7%	3%	3%
September 2006 (n=298)	53%	28%	8%	5%	5%
September 2005 (n=404)	40%	37%	9%	9%	5%
September 2004 (n=262)	49%	27%	12%	8%	4%
September 2003 (n=199)	46%	33%	10%	6%	5%
September 2002 (n = 238)	51%	28%	10%	5%	6%
December 2001 (n = 204)	45%	33%	10%	4%	8%
September 2000 (n = 162)	41%	43%	9%	6%	2%
The Lab's economic development programs such as Northern New Mexico Connect, New Mexico Small Business Assistance, Supplier Forums and Lab Start					
September 2010 (n=222)	26%	38%	11%	4%	21%
October 2009 (n=224)	31%	31%	13%	3%	22%
Efforts to purchase more goods and services from businesses in Northern New Mexico communities (LANL)					
September 2010 (n=222)	14%	40%	18%	7%	21%
October 2009 (n=224)	24%	27%	13%	6%	31%
October 2008 (n=271)	16%	27%	19%	10%	29%
October 2007 (n=289)	14%	27%	21%	16%	22%
September 2006 (n=298)	10%	21%	29%	20%	20%
September 2005 (n=404)	13%	31%	21%	15%	20%
September 2004 (n=262)	12%	31%	23%	10%	24%
September 2003 (n=199)	10%	29%	24%	12%	26%
September 2002 (n = 238)	20%	30%	17%	8%	25%
December 2001 (n = 204)	24%	30%	18%	8%	20%
September 2000 (n = 162)	19%	41%	15%	5%	19%

Trending Analysis

As shown above, satisfaction levels with LANL in regards to the economy are similar to those observed in 2009 in terms of those who say they are either *somewhat satisfied* or *very satisfied* with the economic related issues tested. There has been a drop in the past year with those who say they are *very satisfied* with LANL's efforts to purchase more goods and services from local businesses.

Evaluation of Specific LANL Attributes: Educational Issues

Ranked By Highest Percentage "Very Satisfied"
Total Sample (n=222)

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
Educational programs offered by LANL	55%	30%	7%	1%	6%
Efforts through activities such as education grants and the LANL Employees Scholarship Fund	46%	34%	9%	-	12%
Overall impact that the Lab has on education in Northern New Mexico	40%	40%	12%	2%	6%

Over four-fifths of Community Leaders are either *very satisfied* (55%) or *somewhat satisfied* (30%) with **educational programs offered by LANL such as the Math and Science Academy, Adventures in Supercomputing Challenge, and partnerships with New Mexico colleges and universities**. It should be noted that 92% of Leaders from the Education sector are satisfied with education programs offered by the Lab, with 72% saying they are *very satisfied*.

Four-fifths of Community Leaders also express satisfaction with the efforts of Los Alamos National Laboratory **to support education activities such as grants and the LANL Employees Scholarship Fund**, while only 9% are *somewhat dissatisfied* (no Leaders are *very dissatisfied*). Eighty-seven percent of Education Leaders express satisfaction, with 63% being *very satisfied*.

The vast majority of Leaders (80%) are also satisfied with **the overall impact that the Lab has on education in Northern New Mexico**, while 14% express dissatisfaction. It is important to mention that 85% of Leaders in the Education sector are satisfied with the Lab's impact on education in the Northern New Mexico community.

Evaluation of Specific LANL Attributes: Education Issues

Trending Analysis

Ranked By Highest Percentage "Very Satisfied" (2010)
Total Sample

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
Educational programs offered by LANL					
September 2010 (n=222)	55%	30%	7%	1%	6%
October 2009 (n=224)	61%	26%	5%	*	8%
October 2008 (n=271)	50%	34%	4%	1%	10%
October 2007 (n=289)	44%	33%	6%	2%	15%
September 2006 (n=298)	42%	30%	7%	4%	17%
September 2005 (n=404)	43%	27%	6%	2%	22%
September 2004 (n=262)	29%	31%	10%	3%	27%
September 2003 (n=199)	24%	34%	13%	4%	25%
September 2002 (n = 238)	27%	31%	11%	4%	27%
December 2001 (n = 204)	29%	27%	11%	2%	31%
September 2000 (n = 162)	26%	42%	7%	4%	21%
Efforts through such activities as education grants and the LANL Employees Scholarship Fund					
September 2010 (n=222)	46%	34%	9%	-	12%
October 2009 (n=224)	51%	30%	7%	1%	11%
October 2008 (n=271)	49%	31%	6%	1%	14%
October 2007 (n=289)	44%	26%	8%	2%	21%
The overall impact that the Lab has on education in the Northern New Mexico community					
September 2010 (n=222)	40%	40%	12%	2%	6%
October 2009 (n=224)	43%	39%	11%	3%	5%

* Less than 1% reported.

Trending Analysis

As shown in the table above, overall satisfaction levels with LANL in regards to education issues are very similar to those observed in 2009.

Evaluation of Specific LANL Attributes: Quality of Life

Ranked By Highest Percentage "Very Satisfied"
Total Sample (n=222)

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
Involvement in Northern NM through charitable organizations	48%	33%	9%	2%	9%
Efforts to provide effective environmental stewardship, monitoring and remediation	28%	45%	14%	5%	8%

Community Leaders were asked to rate their level of satisfaction with the Lab's involvement in quality of life. As shown above, approximately four-fifths of the Community Leaders surveyed (81%) are satisfied with the **Lab's involvement in Northern New Mexico through programs such as school and holiday drives, United Way Campaigns and other charitable programs**, with 48% saying they are *very satisfied*. The vast majority of Leaders in Los Alamos (96%) express satisfaction with LANL's involvement in charitable programs (65% say they are *very satisfied*).

Nearly three-quarters (73%) of Community Leaders express satisfaction with LANL's efforts to **provide effective environmental stewardship, monitoring and remediation**, while 19% are dissatisfied. Regionally, we observe that 95% of Leaders in Los Alamos are satisfied with the Lab's environmental efforts, while Leaders in Santa Fe and Taos are less likely to express satisfaction (65% and 50%, respectively).

Evaluation of Specific LANL Attributes: Quality of Life

Trending Analysis

Ranked By Highest Percentage "Very Satisfied" (2010)
Total Sample

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
Involvement in Northern NM through charitable organizations					
September 2010 (n=222)	48%	33%	9%	2%	9%
October 2009 (n=224)	51%	30%	7%	*	11%
October 2008 (n=271)	48%	33%	10%	1%	7%
October 2007 (n=289)	44%	30%	7%	3%	15%
September 2006 (n=298)	33%	33%	12%	3%	19%
Efforts to provide effective environmental stewardship, monitoring and remediation					
September 2010 (n=222)	28%	45%	14%	5%	8%
October 2009 (n=224)	25%	45%	13%	4%	14%
October 2008 (n=271)	28%	35%	17%	9%	11%
October 2007 (n=289)	26%	33%	19%	9%	14%
September 2006 (n=298)	20%	39%	20%	10%	12%
September 2005 (n=404)	20%	39%	17%	9%	16%

* Less than 1% reported.

Trending Analysis

As shown above, satisfaction with LANL's involvement in charitable programs has remained consistent since 2008. Satisfaction with LANL's environmental stewardship continues to improve, increasing from 59% in 2007 to 73% currently.

Effectiveness of LANL Partnerships

Ranked By Highest Percentage “Very Effective” (2010)
Total Sample (n=222)

	<u>Very Effective</u>	<u>Somewhat Effective</u>	<u>Somewhat Ineffective</u>	<u>Very Ineffective</u>	<u>Don't Know/ Won't Say</u>
School districts, colleges and universities in Northern New Mexico	35%	43%	12%	2%	9%
Community nonprofit organizations	31%	37%	13%	2%	17%
Business community in Northern New Mexico	25%	42%	13%	7%	12%
State government agencies	23%	43%	7%	2%	25%
The State Legislature	20%	39%	6%	3%	31%
Local governments in Northern New Mexico	19%	43%	15%	2%	21%
Tribal governments and tribal agencies	18%	30%	8%	3%	41%

Community Leaders were asked how they would rate the effectiveness of different LANL partnerships. As shown above, over three-quarters (78%) of Leaders feel LANL’s **partnerships with the school districts, colleges and universities** in Northern New Mexico are effective, while 14% say they are not effective. Education Leaders (49%) are more likely than those in other sectors to say the Lab’s partnerships with educational institutions are *very effective*.

Nearly seven-in-ten Leaders (68%) feel that LANL’s **partnerships with community nonprofit organizations** are effective, while 15% say they are ineffective. Interestingly, Leaders in Los Alamos (82%) are more likely than others to believe these partnerships are effective.

Two-thirds (67%) of the Community Leaders surveyed feel the Lab’s **partnerships with the business community** in Northern New Mexico are effective, while one-fifth say they are not effective. It should be noted that two-thirds (67%) of Economic/Business Leaders say LANL’s partnerships with the business community are effective, while 27% feel they are ineffective.

Approximately three-fifths of Leaders (62%) believe the Lab’s **partnerships with local county and municipal governments** are effective, while 17% feel they are ineffective and 21% have not formed an opinion. Seven-in-ten Government Leaders feel that LANL’s partnerships with local government agencies are effective, while nearly one-quarter (24%) say they are ineffective.

Nearly seven-in-ten (66%) Community Leaders feel LANL’s partnerships **with State government agencies** in Northern New Mexico are effective, while only 9% say they are ineffective. Fifty-six percent of Government Leaders feel partnerships with State government agencies are effective, while nearly one-quarter (23%) say they are ineffective.

When asked to rate the effectiveness of LANL's **partnerships with the State Legislature**, nearly three-fifths (59%) of the Leaders feel they are effective and 9% feel they are ineffective.

Forty-eight percent of Community Leaders believe the Lab's **partnerships with tribal governments and tribal agencies** are effective, while 11% feel they are ineffective and two-fifths have not formed an opinion. It should be noted that four-fifths of Tribal Leaders (81%) feel that LANL's partnerships with tribal governments and agencies are either *very effective* (22%) or *somewhat effective* (59%), while 18% feel these partnerships are ineffective.

Effectiveness of LANL Partnerships (Summary Table)

Ranked By Highest Percentage "Very Effective" (2010)
Total Sample

	<u>Very Effective</u>	<u>Somewhat Effective</u>	<u>Somewhat Ineffective</u>	<u>Very Ineffective</u>	<u>Don't Know/ Won't Say</u>
School districts, colleges and universities in Northern New Mexico					
September 2010 (n=222)	35%	43%	12%	2%	9%
October 2009(n=224)	39%	35%	14%	1%	11%
October 2008 (n=271)	33%	37%	15%	1%	13%
October 2007 (n=289)	29%	33%	13%	4%	21%
September 2006 (n=298)	19%	33%	18%	8%	23%
September 2005 (n=404)	24%	32%	16%	7%	21%
September 2004 (n=262)	21%	35%	16%	6%	22%
September 2003 (n=199)	26%	34%	13%	9%	18%
September 2002 (n=238)	28%	36%	11%	6%	19%
December 2001 (n=204)	23%	40%	17%	2%	17%
September 2000 (n=162)	26%	45%	8%	6%	16%
Community nonprofit organizations					
September 2010 (n=222)	31%	37%	13%	2%	17%
October 2009 (n=224)	31%	40%	8%	4%	17%
Business community in Northern New Mexico					
September 2010 (n=222)	25%	42%	13%	7%	12%
October 2009(n=224)	25%	39%	17%	4%	16%
October 2008 (n=271)	19%	38%	25%	6%	13%
October 2007 (n=289)	12%	39%	23%	14%	12%
September 2006 (n=298)	9%	31%	30%	17%	13%
September 2005 (n=404)	17%	34%	21%	15%	13%
September 2004 (n=262)	13%	38%	22%	12%	14%
September 2003 (n=199)	11%	42%	26%	9%	12%
September 2002 (n = 238)	22%	33%	22%	8%	15%
December 2001 (n = 204)	16%	41%	28%	8%	7%
September 2000 (n = 162)	6%	56%	20%	7%	12%
State government agencies					
September 2010 (n=222)	23%	43%	7%	2%	25%
October 2009(n=224)	20%	42%	9%	1%	28%
October 2008 (n=271)	16%	37%	19%	3%	25%
October 2007 (n=289)	15%	36%	14%	3%	32%
September 2006 (n=298)	11%	31%	19%	4%	35%
September 2005 (n=404)	12%	35%	14%	5%	34%
September 2004 (n=262)	12%	31%	16%	4%	36%
September 2003 (n=199)	14%	30%	14%	5%	37%
September 2002 (n=238)	15%	32%	13%	5%	36%
December 2001 (n=204)	12%	35%	17%	2%	34%
September 2000 (n=162)	9%	40%	5%	5%	40%

Effectiveness of LANL Partnerships (Summary Table) (continued)

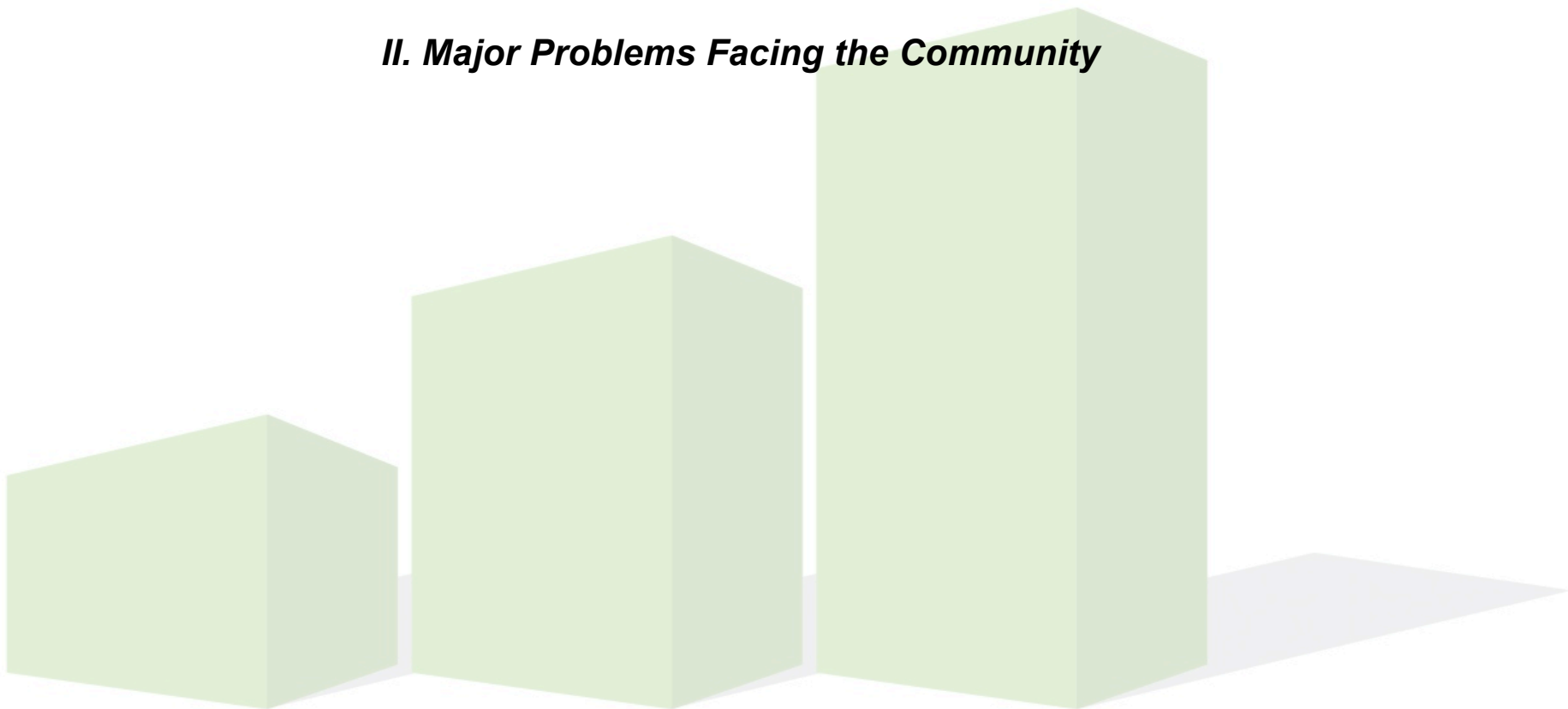
Ranked By Highest Percentage "Very Effective" (2010)
Total Sample

	<u>Very Effective</u>	<u>Somewhat Effective</u>	<u>Somewhat Ineffective</u>	<u>Very Ineffective</u>	<u>Don't Know/ Won't Say</u>
The State Legislature					
September 2010 (n=222)	20%	39%	6%	3%	31%
October 2009(n=224)	18%	39%	9%	-	35%
October 2008 (n=271)	21%	40%	15%	1%	23%
October 2007 (n=289)	18%	37%	11%	2%	32%
September 2006 (n=298)	13%	29%	15%	5%	38%
September 2005 (n=404)	16%	31%	15%	4%	34%
September 2004 (n=262)	16%	28%	13%	6%	36%
September 2003 (n=199)	17%	28%	14%	6%	36%
September 2002 (n=238)	12%	31%	16%	5%	36%
December 2001 (n=204)	7%	28%	17%	4%	43%
September 2000 (n=162)	7%	31%	12%	5%	45%
Local governments in Northern New Mexico					
September 2010 (n=222)	19%	43%	15%	2%	21%
October 2009(n=224)	20%	40%	16%	1%	24%
October 2008 (n=271)	15%	43%	18%	4%	20%
October 2007 (n=289)	11%	43%	19%	6%	21%
September 2006 (n=298)	10%	29%	24%	10%	27%
September 2005 (n=404)	14%	35%	21%	9%	21%
September 2004 (n=262)	12%	34%	28%	10%	16%
September 2003 (n=199)	16%	38%	23%	8%	15%
September 2002 (n=238)	15%	44%	18%	5%	18%
December 2001 (n=204)	13%	45%	23%	4%	15%
September 2000 (n=162)	10%	63%	13%	7%	7%
Tribal governments and tribal agencies					
September 2010 (n=222)	18%	30%	8%	3%	41%
October 2009(n=224)	15%	32%	6%	3%	44%
October 2008 (n=271)	13%	24%	16%	4%	44%
October 2007 (n=289)	15%	27%	16%	2%	40%
September 2006 (n=298)	7%	23%	12%	8%	50%
September 2005 (n=404)	10%	26%	14%	4%	45%
September 2004 (n=262)	8%	24%	10%	5%	53%
September 2003 (n=199)	10%	27%	7%	5%	51%
September 2002 (n=238)	12%	23%	10%	7%	48%
December 2001 (n=204)	8%	32%	19%	5%	36%
September 2000 (n=162)	7%	35%	11%	3%	43%

Trending Analysis

As shown on the previous two pages, the effectiveness ratings for many of LANL's partnerships have improved over the last few years. In fact, the percentage of Leaders who say the Lab's partnerships with school districts, colleges and universities, the Northern New Mexico business community, state government agencies, and local governments are effective continued on an upward trend since 2006. Other partnerships have also shown slight improvement with the exception of community nonprofit organizations, which has slightly decreased from 2009.

II. Major Problems Facing the Community



Major Problems Facing the Community

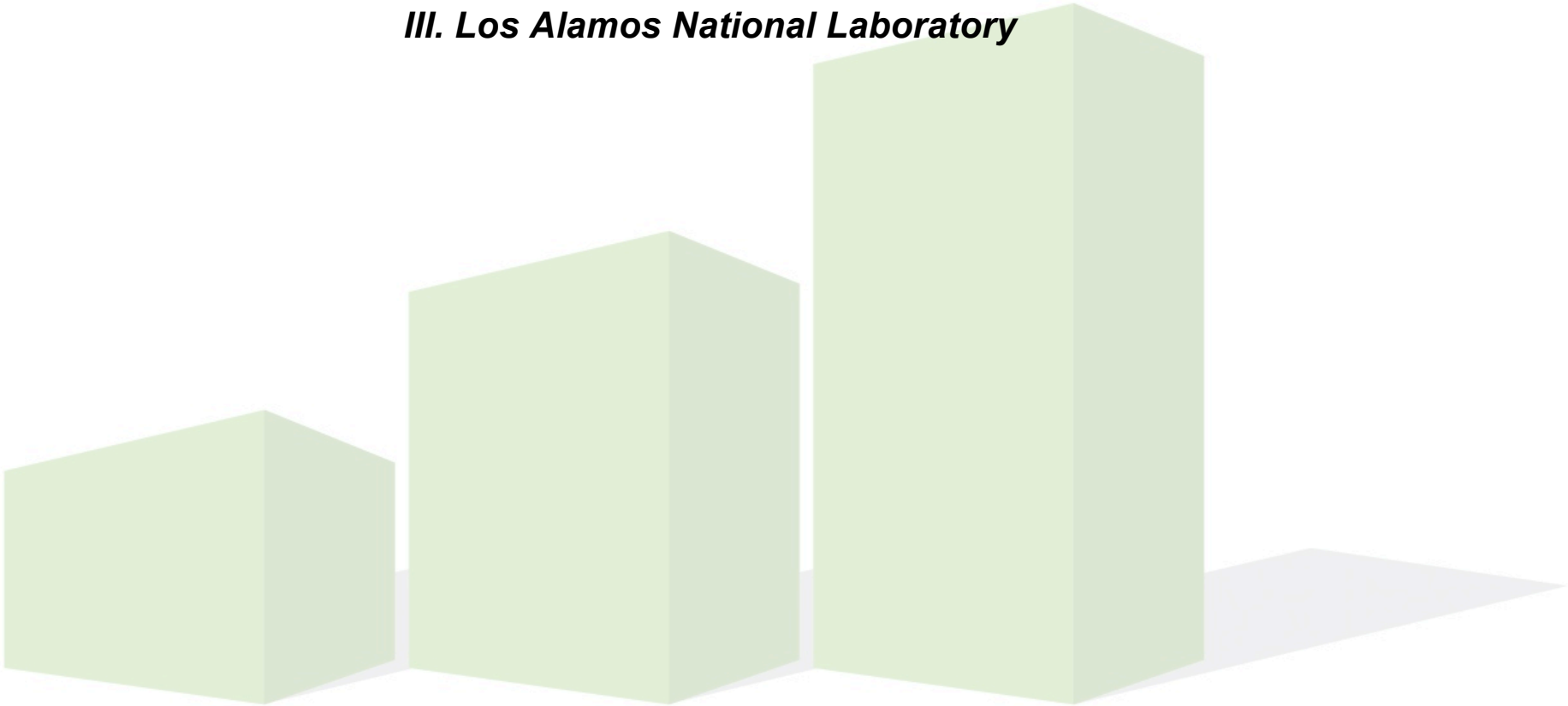
Question 1: What would you say is the single biggest challenge facing Northern New Mexico today?

	<i>Total Sample (n=222)</i>		<i>Total Sample (n=222)</i>		<i>Total Sample (n=222)</i>
Economy: weak	31%	Healthcare reform	1%	WIPP/radioactive waste	1%
Non-availability of good jobs	28%	Water shortages/reserves	1%	Lack of public transportation	1%
Educational system is poor	22%	Gangs	1%	State and Federal budgets	1%
Illegal drug use	9%	Cost of housing is high/unreasonable	1%	Growing too big/too fast	*
Lack of economic opportunities	8%	Quality of school facilities	1%	Decline of workplace values	*
Economic diversification	7%	Low pay for teachers	1%	Not enough private business	*
Poverty	5%	Constant street maintenance/orange barrels	1%	Violent crime	*
Lack of training for good jobs	5%	Infrastructure	1%	Resources and help with youth	*
Environment/polluted air	4%	Fire/risk of fire	1%	Crime rate	*
Lack of financial resources	3%	Broadband/High speed Internet	1%	Government/political leadership is incompetent	*
Quality of teachers	3%	Dropout rate of students	1%	Tourism is ruining the area	*
Local government budget deficit	2%	Casinos	1%	Strengthen telecommunications	*
Adequate resources to address public education issues	2%	Resources for economic development	1%	Lack of direct outreach to tribes	*
Lack of skilled labor/labor force	2%	Nothing in particular	1%	Government/political leadership is crooked	*
Lack of effective workforce development programs/training	2%	Inability to maintain tourism in Northern New Mexico	1%	Don't know/Won't say	2%
Roads/streets/highways are bad	2%	DWI rate	1%		
Alcoholism	2%	Water quality/pollution	1%		
		LANL employees should be retained	1%		

* Less than 1% reported.

Note: The sum of the percentages exceeds 100% due to multiple

III. Los Alamos National Laboratory



Impression of Los Alamos National Laboratory

Question 2: Generally, what is your impression of Los Alamos National Laboratory? Using a 5-point scale in which 5 is very favorable and 1 is very unfavorable, what is your impression of Los Alamos National Laboratory?

	Total Sample (n=222)	County					Organizational Sector			
		Los Alamos	Rio Arriba	Santa Fe	Taos	Other New Mexico	Govern- mental	Economic/ Business	Education	Tribal
5 - Very favorable	38%	41%	56%	35%	33%	29%	33%	36%	54%	23%
4	40%	36%	26%	43%	50%	41%	39%	47%	32%	35%
3	18%	15%	11%	20%	11%	24%	24%	13%	10%	33%
2	4%	8%	7%	1%	6%	4%	3%	4%	3%	6%
1 - Very Unfavorable	-	-	-	-	-	-	-	-	-	-
Don't know	*	-	-	-	-	2%	-	-	-	2%
Won't say	-	-	-	-	-	-	-	-	-	-
Mean †	4.1	4.1	4.3	4.1	4.1	4.0	4.0	4.2	4.4	3.8

	Total Sample (n=222)	Gender	
		Male	Female
5 - Very favorable	38%	35%	43%
4	40%	39%	41%
3	18%	20%	14%
2	4%	5%	3%
1 - Very Unfavorable	-	-	-
Don't know	*	1%	-
Won't say	-	-	-
Mean †	4.1	4.0	4.2

* Less than 1% reported.

† The mean score is derived by taking the average score based on the 5-point scale. The Very favorable response is assigned a value of 5; the Very unfavorable response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

Evaluation of Los Alamos National Laboratory as a Corporate Citizen in the Community

Question 3: Companies, like individuals, can be members of the community. How would you rate Los Alamos National Laboratory as a corporate citizen in Northern New Mexico? Please use a 5-point scale where 5 means Los Alamos National Laboratory is outstanding and 1 means they are unacceptable.

	Total Sample (n=222)	County					Organizational Sector			
		Los Alamos	Rio Arriba	Santa Fe	Taos	Other New Mexico	Govern-mental	Economic/ Business	Education	Tribal
5 - Outstanding	32%	19%	45%	32%	40%	29%	21%	30%	50%	20%
4	33%	41%	25%	39%	17%	27%	30%	33%	35%	34%
3	24%	27%	18%	24%	22%	30%	34%	21%	15%	31%
2	9%	12%	11%	5%	4%	12%	15%	11%	-	12%
Don't know	2%	-	-	-	17%	2%	-	4%	-	3%
Mean \bar{x}	3.9	3.7	4.0	4.0	4.4	3.8	3.6	3.9	4.4	3.7

	Total Sample (n=222)	Gender	
		Male	Female
5 - Outstanding	32%	30%	37%
4	33%	29%	40%
3	24%	27%	20%
2	9%	13%	2%
Don't know	2%	1%	2%
Mean \bar{x}	3.9	3.8	4.2

† The mean score is derived by taking the average score based on the 5-point scale. The Outstanding response is assigned a value of 5; the Unacceptable response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

Impression of Los Alamos National Security, LLC

Question 4: Using a 5-point scale where 5 is very favorable and 1 is very unfavorable, what is your overall impression of the Laboratory's Management and Operations contractor, Los Alamos National Security, LLC?

	Total Sample (n=222)	County					Organizational Sector			
		Los Alamos	Rio Arriba	Santa Fe	Taos	Other New Mexico	Govern- mental	Economic/ Business	Education	Tribal
5 - Very favorable	14%	13%	19%	11%	22%	16%	12%	12%	20%	10%
4	35%	44%	37%	31%	33%	29%	30%	39%	36%	31%
3	23%	26%	11%	25%	22%	27%	24%	26%	15%	27%
2	8%	15%	11%	5%	-	8%	18%	6%	5%	6%
1 - Very Unfavorable	1%	-	4%	-	6%	-	-	1%	-	2%
Don't know	19%	3%	19%	27%	17%	20%	15%	16%	24%	21%
Won't say	*	-	-	1%	-	-	-	-	-	2%
Mean †	3.7	3.6	3.7	3.7	3.8	3.7	3.4	3.6	3.9	3.5

	Total Sample (n=222)	Gender	
		Male	Female
5 - Very favorable	14%	13%	15%
4	35%	35%	35%
3	23%	26%	19%
2	8%	8%	6%
1 - Very Unfavorable	1%	1%	-
Don't know	19%	16%	24%
Won't say	*	-	1%
Mean †	3.7	3.6	3.8

* Less than 1% reported.

† The mean score is derived by taking the average score based on the 5-point scale. The Very favorable response is assigned a value of 5; the Very unfavorable response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

Ways of Receiving Information about Los Alamos National Laboratory

Question 5: What are the top three ways that you receive information about Los Alamos National Laboratory?

	<i>Total Sample (n=222)</i>		<i>Total Sample (n=222)</i>
Newspapers	50%	Laboratory meetings	3%
Monthly electronic newsletter/ Connections (email)	38%	Phone calls	3%
Lab employees	24%	Los Alamos Report	2%
Neighbors/friends/family	17%	Tribal office	2%
Internet	15%	Newspaper advertising	2%
Television	14%	Outreach office	1%
LANL subscription email updates from web page	14%	Regional Development Corp.	1%
Other meetings/talks	12%	Innovation magazine	1%
Quarterly regional leaders' breakfast	11%	Own inquiry	1%
Radio	6%	Northern New Mexico Connect	*
Laboratory website	6%		
News releases	5%	Don't know	2%
Mail	4%		

* Less than 1% reported.

Note: The sum of the percentages exceeds 100% due to multiple

Preferred Ways of Receiving Information about Los Alamos National Laboratory

Question 6: In what ways would you prefer to receive information about LANL and the programs and services the lab offers?

	<i>Total Sample (n=222)</i>		<i>Total Sample (n=222)</i>
Monthly electronic newsletter/ Connections (email)	47%	Tribal office	2%
LANL email updates	33%	Newspaper advertising	1%
Newspapers	16%	Contact through the mail	1%
Other meetings/talks	10%	LANL Facebook	1%
Internet	10%	Twitter	1%
Lab employees	7%	Tours of LANL	*
Quarterly regional leaders' breakfast	6%	An office in Santa Fe	*
Laboratory website	5%	Public phone recording	*
News releases	5%	Public speakers	*
Laboratory meetings	4%		
Television	2%	Won't Say	1%
Radio	2%	Don't know	9%
Neighbors/friends/family	2%		
Personal calls	2%		
Los Alamos Report	2%		

* Less than 1% reported.

Note: The sum of the percentages exceeds 100% due to multiple responses.

Evaluation of Specific LANL Attributes: Efforts to Listen to the Perspectives of the Northern New Mexico Community

Question 7: For the following item about Los Alamos National Laboratory, please tell me how satisfied you are with: *The lab's efforts to listen to the perspectives of the Northern New Mexico community*

	<i>Total Sample (n=222)</i>	<i>County</i>					<i>Organizational Sector</i>			
		<i>Los Alamos</i>	<i>Rio Arriba</i>	<i>Santa Fe</i>	<i>Taos</i>	<i>Other New Mexico</i>	<i>Govern- mental</i>	<i>Economic/ Business</i>	<i>Education</i>	<i>Tribal</i>
4 - Very Satisfied	26%	24%	27%	27%	46%	18%	20%	29%	35%	16%
3 - Somewhat Satisfied	54%	53%	44%	63%	39%	54%	62%	51%	46%	56%
2 - Somewhat Dissatisfied	11%	20%	20%	4%	4%	10%	9%	13%	10%	15%
1 - Very Dissatisfied	2%	2%	3%	-	-	3%	3%	3%	-	-
Don't know	7%	-	5%	5%	11%	15%	6%	4%	9%	13%

	<i>Total Sample (n=222)</i>	<i>Gender</i>	
		<i>Male</i>	<i>Female</i>
4 - Very Satisfied	26%	22%	33%
3 - Somewhat Satisfied	54%	57%	48%
2 - Somewhat Dissatisfied	11%	13%	9%
1 - Very Dissatisfied	2%	2%	1%
Don't know	7%	6%	8%

Evaluation of Specific LANL Attributes: Efforts to Respond to the Perspectives of the Northern New Mexico Community

Question 8: For the following item about Los Alamos National Laboratory, please tell me how satisfied you are with: *The lab's efforts to respond to the perspectives of the Northern New Mexico community*

	<i>Total Sample (n=222)</i>	<i>County</i>					<i>Organizational Sector</i>			
		<i>Los Alamos</i>	<i>Rio Arriba</i>	<i>Santa Fe</i>	<i>Taos</i>	<i>Other New Mexico</i>	<i>Govern- mental</i>	<i>Economic/ Business</i>	<i>Education</i>	<i>Tribal</i>
4 - Very Satisfied	26%	24%	23%	29%	40%	20%	16%	28%	36%	18%
3 - Somewhat Satisfied	46%	39%	43%	51%	34%	52%	44%	41%	50%	54%
2 - Somewhat Dissatisfied	19%	33%	14%	16%	20%	15%	18%	25%	10%	23%
1 - Very Dissatisfied	4%	3%	16%	2%	-	-	13%	3%	-	-
Don't know	5%	-	5%	2%	6%	13%	9%	4%	4%	5%

	<i>Total Sample (n=222)</i>	<i>Gender</i>	
		<i>Male</i>	<i>Female</i>
4 - Very Satisfied	26%	23%	29%
3 - Somewhat Satisfied	46%	46%	48%
2 - Somewhat Dissatisfied	19%	20%	18%
1 - Very Dissatisfied	4%	5%	2%
Don't know	5%	6%	3%

Evaluation of Specific LANL Attributes: Overall Impact on Economy of the Northern New Mexico Community

Question 9: For the following item about Los Alamos National Laboratory, please tell me how satisfied you are with: **The overall impact that the Lab has on the economy of the Northern New Mexico community**

	Total Sample (n=222)	County					Organizational Sector			
		Los Alamos	Rio Arriba	Santa Fe	Taos	Other New Mexico	Govern- mental	Economic/ Business	Education	Tribal
4 - Very Satisfied	60%	70%	58%	59%	74%	48%	63%	63%	65%	36%
3 - Somewhat Satisfied	31%	26%	32%	36%	10%	38%	35%	26%	28%	45%
2 - Somewhat Dissatisfied	5%	5%	-	5%	10%	10%	3%	4%	5%	14%
1 - Very Dissatisfied	2%	-	10%	-	-	2%	-	5%	-	3%
Don't know	1%	-	-	-	6%	2%	-	1%	2%	2%

	Total Sample (n=222)	Gender	
		Male	Female
4 - Very Satisfied	60%	56%	68%
3 - Somewhat Satisfied	31%	36%	22%
2 - Somewhat Dissatisfied	5%	6%	5%
1 - Very Dissatisfied	2%	3%	2%
Don't know	1%	-	3%

Evaluation of Specific LANL Attributes: Efforts to Provide Effective Environmental Stewardship, Monitoring and Remediation

Question 10: For the following item about Los Alamos National Laboratory, please tell me how satisfied you are with: ***The Lab's efforts to provide effective environmental stewardship, monitoring and remediation***

	<i>Total Sample (n=222)</i>	<i>County</i>					<i>Organizational Sector</i>			
		<i>Los Alamos</i>	<i>Rio Arriba</i>	<i>Santa Fe</i>	<i>Taos</i>	<i>Other New Mexico</i>	<i>Govern- mental</i>	<i>Economic/ Business</i>	<i>Education</i>	<i>Tribal</i>
4 - Very Satisfied	28%	55%	25%	19%	29%	18%	42%	20%	34%	16%
3 - Somewhat Satisfied	45%	40%	52%	46%	21%	52%	29%	61%	43%	38%
2 - Somewhat Dissatisfied	14%	3%	7%	19%	29%	19%	16%	7%	14%	27%
1 - Very Dissatisfied	5%	-	12%	5%	4%	3%	13%	4%	-	4%
Don't know	8%	2%	3%	11%	17%	9%	-	9%	8%	15%

	<i>Total Sample (n=222)</i>	<i>Gender</i>	
		<i>Male</i>	<i>Female</i>
4 - Very Satisfied	28%	23%	36%
3 - Somewhat Satisfied	45%	51%	35%
2 - Somewhat Dissatisfied	14%	14%	14%
1 - Very Dissatisfied	5%	5%	4%
Don't know	8%	6%	11%

Evaluation of Specific LANL Attributes: Involvement in Northern New Mexico through Charitable Organizations

Question 11: For the following item about Los Alamos National Laboratory, please tell me how satisfied you are with: *The Lab's involvement in Northern New Mexico through programs such as school and holiday drives, United Way Campaigns and other charitable programs*

	<i>Total Sample (n=222)</i>	<i>County</i>					<i>Organizational Sector</i>			
		<i>Los Alamos</i>	<i>Rio Arriba</i>	<i>Santa Fe</i>	<i>Taos</i>	<i>Other New Mexico</i>	<i>Govern- mental</i>	<i>Economic/ Business</i>	<i>Education</i>	<i>Tribal</i>
4 - Very Satisfied	48%	65%	54%	36%	33%	47%	45%	45%	66%	29%
3 - Somewhat Satisfied	33%	31%	25%	39%	33%	33%	32%	34%	30%	33%
2 - Somewhat Dissatisfied	9%	5%	12%	9%	10%	12%	10%	10%	1%	20%
1 - Very Dissatisfied	2%	-	5%	1%	-	2%	4%	-	-	5%
Don't know	9%	-	5%	16%	24%	5%	9%	11%	3%	13%

	<i>Total Sample (n=222)</i>	<i>Gender</i>	
		<i>Male</i>	<i>Female</i>
4 - Very Satisfied	48%	42%	57%
3 - Somewhat Satisfied	33%	36%	26%
2 - Somewhat Dissatisfied	9%	9%	9%
1 - Very Dissatisfied	2%	2%	-
Don't know	9%	9%	8%

Evaluation of Specific LANL Attributes: Overall Impact on Education in the Northern New Mexico Community

Question 12: For the following item about Los Alamos National Laboratory, please tell me how satisfied you are with: **The overall impact that the lab has on education in the Northern New Mexico community**

	<i>Total Sample (n=222)</i>	<i>County</i>					<i>Organizational Sector</i>			
		<i>Los Alamos</i>	<i>Rio Arriba</i>	<i>Santa Fe</i>	<i>Taos</i>	<i>Other New Mexico</i>	<i>Govern- mental</i>	<i>Economic/ Business</i>	<i>Education</i>	<i>Tribal</i>
4 - Very Satisfied	40%	48%	39%	38%	29%	37%	24%	35%	59%	32%
3 - Somewhat Satisfied	40%	34%	45%	36%	61%	42%	49%	46%	26%	45%
2 - Somewhat Dissatisfied	12%	16%	3%	16%	4%	15%	14%	10%	16%	12%
1 - Very Dissatisfied	2%	-	5%	-	-	5%	6%	-	-	3%
Don't know	6%	2%	8%	9%	6%	2%	6%	9%	-	8%

	<i>Total Sample (n=222)</i>	<i>Gender</i>	
		<i>Male</i>	<i>Female</i>
4 - Very Satisfied	40%	33%	53%
3 - Somewhat Satisfied	40%	48%	27%
2 - Somewhat Dissatisfied	12%	12%	13%
1 - Very Dissatisfied	2%	2%	2%
Don't know	6%	5%	6%

Evaluation of Specific LANL Attributes: Efforts to Purchase Goods and Services from Businesses in Northern New Mexico Communities

Question 20: For the following item about Los Alamos National Laboratory, please tell me how satisfied you are with: **The Lab's efforts to purchase goods and services from businesses in Northern New Mexico communities during the last year**

	<i>Total Sample (n=222)</i>	<i>County</i>					<i>Organizational Sector</i>			
		<i>Los Alamos</i>	<i>Rio Arriba</i>	<i>Santa Fe</i>	<i>Taos</i>	<i>Other New Mexico</i>	<i>Govern- mental</i>	<i>Economic/ Business</i>	<i>Education</i>	<i>Tribal</i>
4 - Very Satisfied	14%	9%	16%	17%	13%	16%	13%	13%	20%	12%
3 - Somewhat Satisfied	40%	59%	20%	41%	25%	38%	51%	42%	28%	38%
2 - Somewhat Dissatisfied	18%	5%	28%	21%	23%	16%	12%	20%	14%	29%
1 - Very Dissatisfied	7%	9%	19%	2%	-	7%	15%	9%	2%	2%
Don't know	21%	18%	16%	19%	38%	23%	9%	15%	37%	19%

	<i>Total Sample (n=222)</i>	<i>Gender</i>	
		<i>Male</i>	<i>Female</i>
4 - Very Satisfied	14%	15%	13%
3 - Somewhat Satisfied	40%	42%	36%
2 - Somewhat Dissatisfied	18%	18%	17%
1 - Very Dissatisfied	7%	10%	3%
Don't know	21%	15%	31%

Evaluation of Specific LANL Attributes: The Efforts of Los Alamos National Laboratory to Support Education Activities Such as Grants and the LANL Employees Scholarship Fund

*Question 21: Please rate if you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with Los Alamos National Laboratory's efforts in the following area: **The efforts of Los Alamos National Laboratory to support education activities such as grants and the LANL Employees Scholarship Fund***

	<i>Total Sample (n=222)</i>	<i>County</i>					<i>Organizational Sector</i>			
		<i>Los Alamos</i>	<i>Rio Arriba</i>	<i>Santa Fe</i>	<i>Taos</i>	<i>Other New Mexico</i>	<i>Govern- mental</i>	<i>Economic/ Business</i>	<i>Education</i>	<i>Tribal</i>
4 - Very Satisfied	46%	53%	47%	46%	41%	40%	34%	45%	63%	32%
3 - Somewhat Satisfied	34%	34%	33%	29%	43%	36%	40%	34%	24%	41%
2 - Somewhat Dissatisfied	9%	8%	12%	7%	-	14%	13%	2%	11%	17%
1 - Very Dissatisfied	-	-	-	-	-	-	-	-	-	-
Don't know/Won't say	12%	5%	8%	18%	16%	9%	12%	20%	1%	10%

	<i>Total Sample (n=222)</i>	<i>Gender</i>	
		<i>Male</i>	<i>Female</i>
4 - Very Satisfied	46%	41%	53%
3 - Somewhat Satisfied	34%	36%	29%
2 - Somewhat Dissatisfied	9%	9%	9%
1 - Very Dissatisfied	-	-	-
Don't know/Won't say	12%	14%	9%

Evaluation of Specific LANL Attributes: The Education Programs Offered by LANL Such as the Bradbury Museum, Math and Science Academy, Adventures in Supercomputing Challenge, and Partnerships with New Mexico Colleges and Universities

*Question 22: Please rate if you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with Los Alamos National Laboratory's efforts in the following areas: **The education programs offered by LANL such as the Bradbury Museum, Math and Science Academy, Adventures in Supercomputing Challenge, and partnerships with New Mexico colleges and universities***

	Total Sample (n=222)	County					Organizational Sector			
		Los Alamos	Rio Arriba	Santa Fe	Taos	Other New Mexico	Govern- mental	Economic/ Business	Education	Tribal
4 - Very Satisfied	55%	74%	51%	50%	51%	46%	44%	53%	72%	39%
3 - Somewhat Satisfied	30%	23%	25%	34%	38%	35%	33%	32%	20%	45%
2 - Somewhat Dissatisfied	7%	3%	15%	9%	-	7%	12%	6%	7%	6%
1 - Very Dissatisfied	1%	-	5%	-	-	2%	4%	-	-	3%
Don't know	6%	-	5%	7%	11%	10%	7%	10%	-	8%

	Total Sample (n=222)	Gender	
		Male	Female
4 - Very Satisfied	55%	50%	63%
3 - Somewhat Satisfied	30%	36%	21%
2 - Somewhat Dissatisfied	7%	6%	9%
1 - Very Dissatisfied	1%	2%	-
Don't know	6%	6%	8%

Evaluation of Specific LANL Attributes: Methods Available to You to Communicate with Los Alamos National Laboratory to Voice Your Needs, Concerns, and Ideas

Question 23: Please rate if you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with Los Alamos National Laboratory's efforts in the following area: **The methods available to you to communicate with Los Alamos National Laboratory to voice your needs, concerns, and ideas**

	Total Sample (n=222)	County					Organizational Sector			
		Los Alamos	Rio Arriba	Santa Fe	Taos	Other New Mexico	Govern- mental	Economic/ Business	Education	Tribal
4 - Very Satisfied	28%	24%	29%	33%	29%	25%	19%	22%	46%	26%
3 - Somewhat Satisfied	39%	38%	34%	35%	50%	45%	51%	40%	26%	44%
2 - Somewhat Dissatisfied	18%	18%	22%	13%	4%	25%	9%	16%	21%	28%
1 - Very Dissatisfied	6%	18%	8%	3%	-	-	13%	7%	3%	-
Don't know	9%	2%	8%	16%	17%	4%	9%	15%	3%	2%

	Total Sample (n=222)	Gender	
		Male	Female
4 - Very Satisfied	28%	27%	30%
3 - Somewhat Satisfied	39%	44%	31%
2 - Somewhat Dissatisfied	18%	16%	22%
1 - Very Dissatisfied	6%	6%	6%
Don't know	9%	8%	12%

Evaluation of Specific LANL Attributes: Lab's Economic Development Programs Such as Northern New Mexico Connect, New Mexico Small Business Assistance, Supplier Forums and Lab Start

Question 24: Please rate if you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with Los Alamos National Laboratory's efforts in the following areas: **The Lab's economic development programs such as Northern New Mexico Connect, New Mexico Small Business Assistance, Supplier Forums and Lab Start**

	Total Sample (n=222)	County					Organizational Sector			
		Los Alamos	Rio Arriba	Santa Fe	Taos	Other New Mexico	Govern-mental	Economic/Business	Education	Tribal
4 - Very Satisfied	26%	19%	19%	29%	44%	27%	19%	31%	28%	23%
3 - Somewhat Satisfied	38%	38%	38%	42%	29%	36%	48%	33%	29%	41%
2 - Somewhat Dissatisfied	11%	20%	8%	10%	6%	12%	15%	12%	9%	13%
1 - Very Dissatisfied	4%	7%	10%	2%	-	-	-	10%	2%	-
Don't know/Won't say	21%	16%	24%	18%	21%	25%	18%	14%	32%	23%

	Total Sample (n=222)	Gender	
		Male	Female
4 - Very Satisfied	26%	24%	29%
3 - Somewhat Satisfied	38%	42%	31%
2 - Somewhat Dissatisfied	11%	13%	9%
1 - Very Dissatisfied	4%	5%	2%
Don't know/Won't say	21%	16%	29%

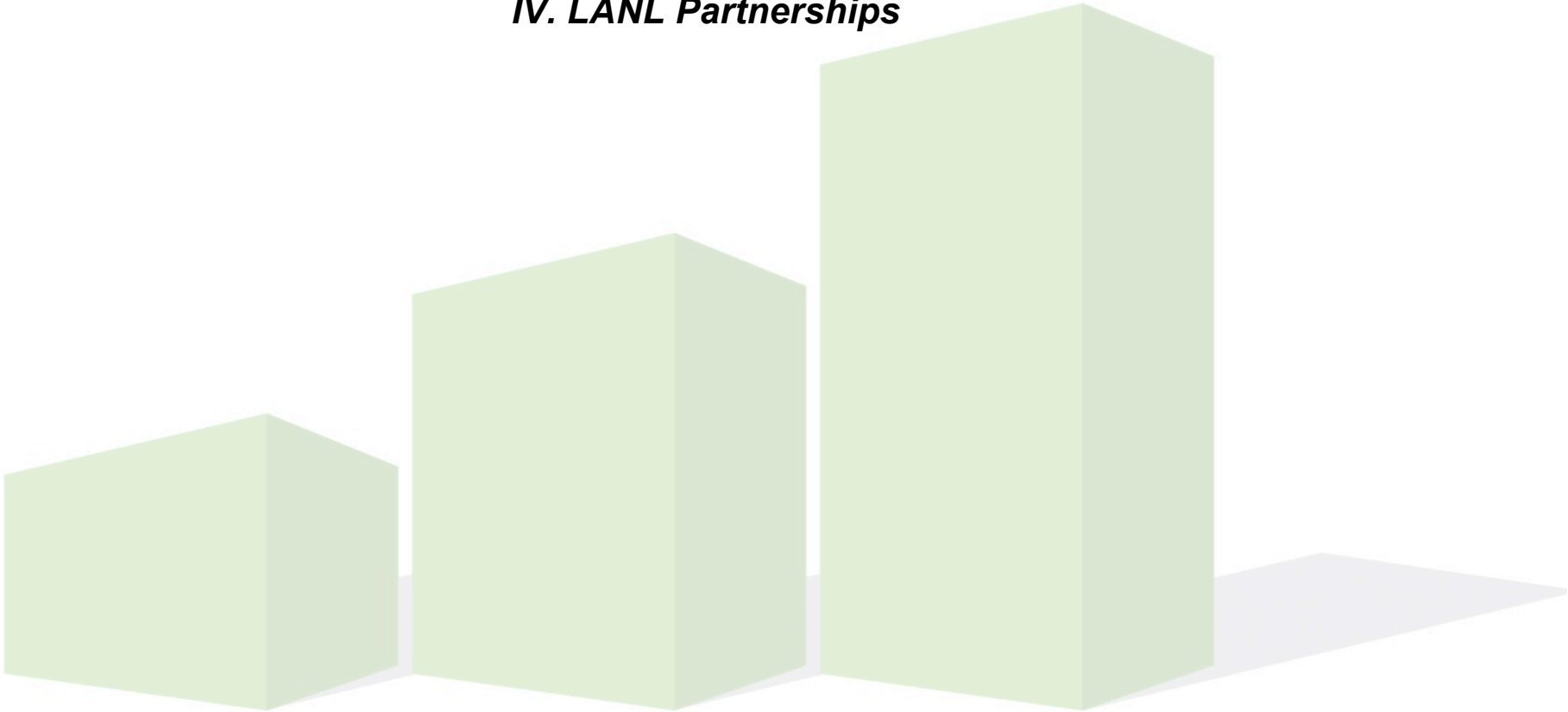
Evaluation of Specific LANL Attributes: Lab's Efforts to Foster New Businesses in Northern New Mexico Through Its Technologies

Question 25: Please rate if you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with Los Alamos National Laboratory's efforts in the following areas: **The Lab's efforts to foster new businesses in Northern New Mexico through its technologies**

	Total Sample (n=222)	County					Organizational Sector			
		Los Alamos	Rio Arriba	Santa Fe	Taos	Other New Mexico	Govern- mental	Economic/ Business	Education	Tribal
4 - Very Satisfied	25%	31%	26%	22%	34%	19%	16%	28%	29%	13%
3 - Somewhat Satisfied	35%	23%	34%	45%	23%	37%	43%	31%	35%	35%
2 - Somewhat Dissatisfied	19%	28%	15%	14%	22%	19%	21%	24%	9%	27%
1 - Very Dissatisfied	5%	5%	11%	3%	-	6%	6%	7%	2%	6%
Don't know	16%	13%	14%	15%	21%	19%	13%	10%	26%	19%

	Total Sample (n=222)	Gender	
		Male	Female
4 - Very Satisfied	25%	21%	31%
3 - Somewhat Satisfied	35%	40%	27%
2 - Somewhat Dissatisfied	19%	22%	14%
1 - Very Dissatisfied	5%	6%	4%
Don't know	16%	11%	24%

IV. LANL Partnerships



Effectiveness of Los Alamos National Lab Partnerships: With the Business Community in Northern New Mexico

Question 13: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnerships? Would you say the following partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective: **With the business community in Northern New Mexico**

	Total Sample (n=222)	County					Organizational Sector			
		Los Alamos	Rio Arriba	Santa Fe	Taos	Other New Mexico	Govern- mental	Economic/ Business	Education	Tribal
4 - Very Effective	25%	12%	33%	31%	34%	20%	20%	27%	28%	21%
3 - Somewhat Effective	42%	48%	17%	48%	33%	51%	38%	40%	43%	51%
2 - Somewhat Ineffective	13%	19%	19%	11%	6%	10%	25%	15%	7%	8%
1 - Very Ineffective	7%	14%	19%	-	-	4%	10%	12%	2%	2%
Don't Know	12%	7%	11%	10%	27%	15%	7%	6%	20%	18%

	Total Sample (n=222)	Gender	
		Male	Female
4 - Very Effective	25%	21%	31%
3 - Somewhat Effective	42%	44%	39%
2 - Somewhat Ineffective	13%	13%	14%
1 - Very Ineffective	7%	11%	1%
Don't Know	12%	10%	15%

Effectiveness of Los Alamos National Lab Partnerships: With the School Districts, Colleges and Universities in Northern New Mexico

Question 14: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnership? Would you say the following partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective: **With the school districts, colleges and universities in Northern New Mexico**

	Total Sample (n=222)	County					Organizational Sector			
		Los Alamos	Rio Arriba	Santa Fe	Taos	Other New Mexico	Govern- mental	Economic/ Business	Education	Tribal
4 - Very Effective	35%	39%	41%	34%	30%	29%	23%	34%	49%	20%
3 - Somewhat Effective	43%	47%	37%	39%	54%	45%	57%	36%	33%	59%
2 - Somewhat Ineffective	12%	5%	19%	13%	6%	14%	15%	11%	16%	4%
1 - Very Ineffective	2%	-	3%	2%	-	5%	5%	2%	-	2%
Don't Know	9%	9%	-	12%	10%	7%	-	17%	2%	15%

	Total Sample (n=222)	Gender	
		Male	Female
4 - Very Effective	35%	31%	42%
3 - Somewhat Effective	43%	45%	38%
2 - Somewhat Ineffective	12%	12%	11%
1 - Very Ineffective	2%	1%	3%
Don't Know	9%	11%	6%

Effectiveness of Los Alamos National Lab Partnerships: With Local County and Municipal Governments in Northern New Mexico

*Question 15: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnership? Would you say the following partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective: **With local county and municipal governments in Northern New Mexico***

	<i>Total Sample (n=222)</i>	<i>County</i>					<i>Organizational Sector</i>			
		<i>Los Alamos</i>	<i>Rio Arriba</i>	<i>Santa Fe</i>	<i>Taos</i>	<i>Other New Mexico</i>	<i>Govern- mental</i>	<i>Economic/ Business</i>	<i>Education</i>	<i>Tribal</i>
4 - Very Effective	19%	23%	34%	11%	29%	9%	21%	21%	23%	10%
3 - Somewhat Effective	43%	43%	29%	46%	46%	49%	49%	39%	37%	50%
2 - Somewhat Ineffective	15%	27%	11%	16%	-	11%	20%	20%	7%	13%
1 - Very Ineffective	2%	2%	11%	-	-	-	4%	5%	-	-
Don't Know	21%	5%	15%	27%	25%	31%	7%	15%	34%	27%

	<i>Total Sample (n=222)</i>	<i>Gender</i>	
		<i>Male</i>	<i>Female</i>
4 - Very Effective	19%	19%	20%
3 - Somewhat Effective	43%	41%	46%
2 - Somewhat Ineffective	15%	20%	7%
1 - Very Ineffective	2%	4%	-
Don't Know	21%	16%	28%

Effectiveness of Los Alamos National Lab Partnerships: With Tribal Governments and Tribal Agencies

Question 16: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnership? Would you say the following partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective: **With tribal governments and tribal agencies**

	Total Sample (n=222)	County					Organizational Sector			
		Los Alamos	Rio Arriba	Santa Fe	Taos	Other New Mexico	Govern- mental	Economic/ Business	Education	Tribal
4 - Very Effective	18%	24%	26%	11%	13%	18%	23%	17%	12%	22%
3 - Somewhat Effective	30%	34%	3%	39%	34%	35%	30%	24%	23%	59%
2 - Somewhat Ineffective	8%	5%	10%	4%	6%	18%	6%	11%	4%	16%
1 - Very Ineffective	3%	3%	12%	1%	-	-	11%	2%	-	2%
Don't Know /Won't Say	41%	33%	48%	44%	47%	29%	30%	47%	61%	2%

	Total Sample (n=222)	Gender	
		Male	Female
4 - Very Effective	18%	17%	20%
3 - Somewhat Effective	30%	31%	28%
2 - Somewhat Ineffective	8%	12%	2%
1 - Very Ineffective	3%	4%	2%
Don't Know /Won't Say	41%	37%	47%

Effectiveness of Los Alamos National Lab Partnerships: With State Government Agencies

Question 17: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnership? Would you say the following partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective: **With State government agencies**

	Total Sample (n=222)	County					Organizational Sector			
		Los Alamos	Rio Arriba	Santa Fe	Taos	Other New Mexico	Govern- mental	Economic/ Business	Education	Tribal
4 - Very Effective	23%	24%	29%	17%	34%	19%	16%	23%	34%	12%
3 - Somewhat Effective	43%	47%	42%	45%	31%	41%	40%	45%	40%	42%
2 - Somewhat Ineffective	7%	11%	-	6%	-	17%	19%	4%	4%	8%
1 - Very Ineffective	2%	2%	8%	-	-	2%	4%	3%	-	2%
Don't Know	25%	16%	22%	32%	34%	21%	21%	25%	22%	36%

	Total Sample (n=222)	Gender	
		Male	Female
4 - Very Effective	23%	19%	30%
3 - Somewhat Effective	43%	43%	43%
2 - Somewhat Ineffective	7%	10%	3%
1 - Very Ineffective	2%	2%	2%
Don't Know	25%	26%	22%

Effectiveness of Los Alamos National Lab Partnerships: With the State Legislature

Question 18: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnership? Would you say the following partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective: **With the State Legislature**

	Total Sample (n=222)	County					Organizational Sector			
		Los Alamos	Rio Arriba	Santa Fe	Taos	Other New Mexico	Govern- mental	Economic/ Business	Education	Tribal
4 - Very Effective	20%	24%	29%	14%	44%	9%	19%	21%	24%	16%
3 - Somewhat Effective	39%	49%	32%	42%	25%	37%	40%	41%	33%	36%
2 - Somewhat Ineffective	6%	8%	7%	5%	-	8%	8%	7%	3%	6%
1 - Very Ineffective	3%	3%	5%	4%	-	4%	9%	2%	-	5%
Don't Know /Won't Say	31%	16%	28%	35%	30%	42%	23%	28%	39%	37%
Won't Say	1%	-	-	1%	-	-	-	1%	3%	-

	Total Sample (n=222)	Gender	
		Male	Female
4 - Very Effective	20%	15%	27%
3 - Somewhat Effective	39%	43%	32%
2 - Somewhat Ineffective	6%	6%	6%
1 - Very Ineffective	3%	4%	2%
Don't Know /Won't Say	31%	31%	32%

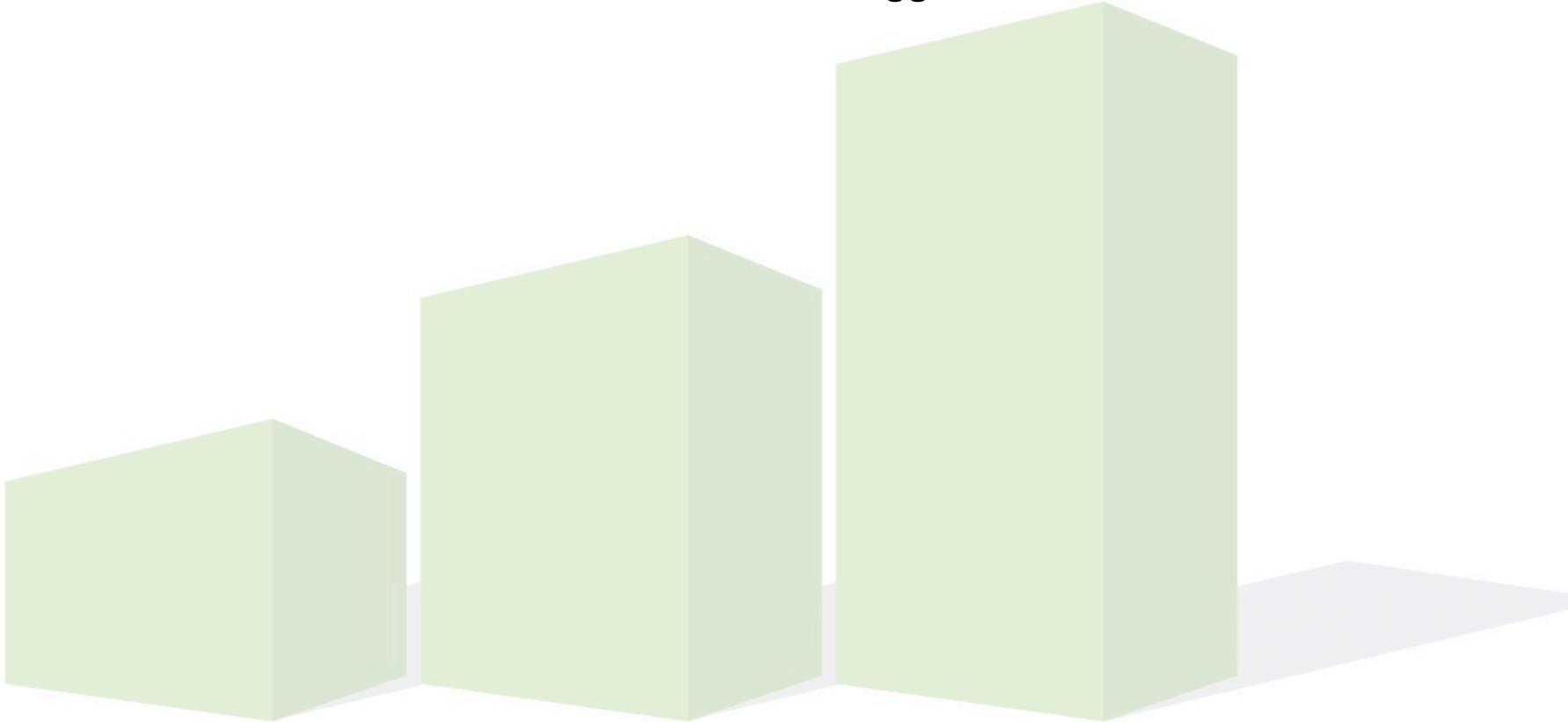
Effectiveness of Los Alamos National Lab Partnerships: With Community Non-Profit Organizations

Question 19: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnership? Would you say the following partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective: **With community non-profit organizations.**

	Total Sample (n=222)	County					Organizational Sector			
		Los Alamos	Rio Arriba	Santa Fe	Taos	Other New Mexico	Govern- mental	Economic/ Business	Education	Tribal
4 - Very Effective	31%	34%	43%	27%	40%	22%	26%	36%	38%	20%
3 - Somewhat Effective	37%	48%	25%	37%	33%	33%	30%	39%	36%	39%
2 - Somewhat Ineffective	13%	12%	10%	15%	-	19%	8%	16%	13%	13%
1 - Very Ineffective	2%	-	5%	3%	-	2%	6%	1%	-	2%
Don't Know	17%	5%	17%	18%	27%	24%	30%	8%	14%	26%

	Total Sample (n=222)	Gender	
		Male	Female
4 - Very Effective	31%	24%	43%
3 - Somewhat Effective	37%	39%	34%
2 - Somewhat Ineffective	13%	16%	8%
1 - Very Ineffective	2%	3%	-
Don't Know	17%	18%	15%

VI. Additional Comments/Suggestions



Comments Regarding Improving Education Initiatives

Question.26: Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving education initiatives?

A specific Northern New Mexico newsletter would be helpful.
Also support liberal arts in the community college. Involve the fire department in fire safety programs.
At times we tend to throw money at issues when the talent and brain power should include having mentors to provide classroom support. Convergences of resources make LANL feel like a partner with schools.
Barbara Grimes has been an excellent support.
Be able to see more outreach in the tribal communities.
Better job of letting schools know why they do not get grants so they can know what they are doing wrong.
Board of Education is interested in meeting with LANL and need information on who to contact. LANL foundation can't find board members.
Both superintendents and I are very pleased with LANL support and LANL focus on STEM. It's a great program.
Communicating and networking needs to be at the community level and not at the organizational level.
Consider sponsoring more summer camps for junior high students in the science and technology area.
Continue programs that he has observed in the last year and a half.
Continue to help employees and schools hire students during the summer.
Continue to support education initiatives.
Could be a scholarship for Pueblos in the Four Accords. Need a solid foundation for tribes in that area.
Doing a great job especially in the last couple of years by getting the knowledge out to people. LANL should advocate at both State and National levels for additional funds for school salaries especially in the gifted areas.
Doing a great job in the area of education.
Doing a great job.
Doing whatever they can.
Don't forget Los Alamos County.
During increased construction in the next years have jobs play a close role with local community's one economic impact of construction. Appreciate the lab's outreach program through AM connect.
Education is the number one economic and social issue. The lab could do more for education at local and state levels.
Education is very important at time when schools are cutting back is critical. We must improve standards always. I applaud LANL for doing that partnership.
Engage better with education benefits with Native American people. Need all the support they can; they are a direct impact.
Find a way to partner more effectively in the area of grants and with schools directly.

Find a way to reach everyone in terms of what they are doing with education. Do

they educate all levels of business that affect the lab? What is the effect locally and internationally? What do they do for educations, for the community, and the impact of what they do nationally?
Focus on Elementary school age children.
Get more of the community involved with the state legislature.
Greatly improved over the last few years.
Hold a round table; needs an injection of more support from the lab and more involvement from local governments.
Host a meeting with the stakeholders. Like a summit meeting.
I appreciate the labs engagement with education.
I feel some initiatives should correspond with Junior Achievement. There seems to be a lack of effort educationally in Espanola, Pojoaque, and Taos. LANL needs more interface with the schools outside of Los Alamos.
I have a great deal of respect for the lab's efforts in promoting STEM.
I met with a representative of the labs and exchanged information and ideas. The results were good and I would like to do this periodically.
I really appreciate the effort individuals make to support the super computing challenge. I feel LANL could do more with this program.
I think LANL should have a more visible presence throughout the entire state in improving education initiatives, not just in Northern New Mexico.
I think support for the LANL foundation education program has been great.
I think that they do an excellent job.
I would like to learn more information about what LANL is doing in this area.
I would like to see increased funding to public schools.
I would like to see LANL support Los Alamos Public schools as well as those in Espanola and Pojoaque. Help with the science program.
I would like to see more community outreach into the Taos area. A huge impact with a designated person who would attend our local meetings for the SBDC in the outlying areas.
I would like to see more educational grants made to non-profit organizations that affect Northern New Mexico.
I would like to spend more money on Educational programs and support the programs that they have supported only at a higher financial level, if possible.
If LANL would work closer with all higher learning centers in the areas of math and engineering towards the benefit of Northern New Mexico.
Improve the integration between the majority based science initiatives and the math and science academy.
Initiatives to communicate between LANL and the tribes.
It is good they are involved in this.
It would be nice to support private schools; there are a lot of students out there deserving help.
Keep it going and expand education initiatives if the budget permits.

Comments Regarding Improving Education Initiatives *(continued)*

Question.26 (continued): Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving education initiatives?

LANL does an incredible job getting science training teachers to the school districts. This is due to their low income funding. The core of this problem is that most of New Mexico's brightest students are those that reside in Los Alamos. Therefore our students are not getting access.

LANL has done a wonderful job by supporting education especially in STEM areas.

LANL is a huge asset to the state. It could be even more important if utilized more; additional partnerships.

LANL is a leader in the region who accepts responsibility for leading. Keep up the good work.

LANL is doing more outreach to educational institutions. I am very pleased with this. LANL fosters collaboration amongst educational institutions in the region.

LANL needs to improve awareness about the lab in Taos. They need to notify the people in Taos about their programs and events in this county and in Northern New Mexico as a whole.

LANL's community outreach office has much improved in the past two years.

LANL's efforts tend to be very localized in the Los Alamos area and not as apparent in the rest of Northern New Mexico.

Level of education in Math and Science in community needs to improve.

Like to see more internships for community colleges and Northern New Mexico higher education. More targeted hiring of Northern New Mexico educated students. More fiscal support of the higher educational institutions here.

Like to see more programs in high schools to encourage growth in laboratory fields.

Listen to students and the parents and direct the help where needs should be met.

Los Alamos schools are sometimes short changed. I suggest more careful monitoring of the ways grants are expended. LANL should help local schools out with grants.

Love to have the LANL foundation to change their by-laws to get Los Alamos district to match outreach's financial generosity.

Make a commitment to Northern New Mexico communities. Make sure you are living up to the communities needs.

Make information more accessible. More outreach programs.

Make more internships available to college students, high school, and middle school.

More can be done; High School education is floundering and needs additional help. It would be a good investment.

More focus on education in workforce development not only in Elementary and High School but also post High School.

More information or communication from LANL. I suggest a concise periodic link with a weekly update that informs us of general and community programs.

More programs and involvement with UNM and High Schools.

More volunteerism with their scientists.

Motivate young people to want to learn during summer programs.

Need more outreach to encourage children to help train for future employment at the lab. Provide programs that work with local education institutions. Provide more scholarships for community children.

Need more scholarships for post High School non-University programs.

Need real feedback on where LANL should invest their money.

Need to do more outreach in schools starting at the middle school level. Offer more training programs and apprenticeships. Offer on-site services.

Not all focus should be away from Los Alamos or Northern New Mexico.

Offer curriculum to the community college. Need a more pro-active approach; offer them the same opportunities as the lab employees have.

Offer more career pathway opportunities to Northern New Mexico. More town hall meetings to show what is available and what skills are needed and support the schools prospective students in our area.

One thing that is very beneficial for the lab is to begin offering internships for the enrichment of students and teachers.

Outreach office needs to have some more information sharing on what is being done in the science field.

Participants in hands on primarily in how to operate computers.

Reach out to local educators.

Really appreciate funding for science and broadband initiatives.

Scholarships should be made known to the Pueblos. Need communication outreach to Pueblo areas.

Should improve and strengthen outreach to the smaller community.

Take the programs that are successful and try to do more with them.

The lab can be much more involved in developing residential building and science.

The lab sponsoring and supporting field trips to the lab for students.

The labs continue to do a great job but sometimes the programs fall short when the economy changes, labs have continued with programs.

The Legislature feels that the lab should serve the entire state and not just Northern New Mexico.

The science initiative you are working on with the High School is going to be very good.

There needs to be more collaboration efforts between the tribes and LANL.

There needs to be more funds available for scholarships concerning Rio Arriba County.

They are doing a good job. There just needs to be more education on cleaning up and keeping the environment clean. We want clean and safe water.

They are very outstanding at educational initiatives.

They are working toward increasing efforts and they are active.

They bring in outsiders and don't seem to realize they are in New Mexico. They need to use the resources we can provide and train our people in the areas needed at the lab.

Comments Regarding Improving Education Initiatives *(continued)*

Question.26 (continued): Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving education initiatives?

They can get more involved in backing the community by educating them in a positive way
They could have a greater impact on the Los Alamos and Taos areas. LANL could think in bigger terms of demographics.
They do a great job of outreach and need to encourage study and use of the possibilities in Northern New Mexico.
They do not do nearly enough.
They have been extremely attentive to the needs of schools. Invite educators at all levels to the table to discuss how the lab can be an even more effective partner with our biggest educational challenges including drop out rates and under preparation for college.
They have been supportive but minimally. I would like to see an organizational wide effort to support the pueblo. An institutional effort to improve the schools and their facilities.
They just need to be more visible throughout all the counties.
They need to improve on the education outreach. Reach out to the kids in High School and Junior High.
Think beyond Los Alamos and the Valley. Doing partnerships in colleges to work on math and science. Teacher training by the lab personnel.
Try to have outreach in the smaller districts. Support must be met.
Very active with education.
Very satisfied.
We appreciate all of the assistance that we get from LANL in the area of education. But as always, it is never enough due to budget cuts. Additional resources are needed.

We appreciate their efforts here in Northern New Mexico. It would be nice to have a specific contact, like a liaison that could relay information about the lab to us.
We are very fortunate to have LANL as a partner. I am honored to be a part of Northern NM Connect. It inspires young people to want to explore high tech career fields. They get motivation to start their own businesses and to further their education.
We are well informed. We just need to involve the Jemez education department.
We hope to learn more about the labs community efforts and become more involved.
We need a grass roots year-round and a proactive process with LANL that involves constant communication. They need an education liaison or officer of k-education. Mentor students and focus on needs.
We need follow up on the results of these surveys. We keep doing them and don't know if they are helping. There are some educational programs that we need more information on.
We need more communication with multiple means.
We need to have a coordination of efforts to enhance education efforts. Create a forum.
We need to meet annually between the tribal government and LANL to discuss these issues.
We would like to see more educational resource programs in the Taos Pueblo area.
Where can we submit these kinds of responses to the lab in length?
Would like to see recruitment of qualified Native Americans increased.
You are doing as much as you can.

Comments Regarding Improving Economic Development Initiatives

Question 27: Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving economic development initiatives?

A lot more energetic in training and investing in local entrepreneurs.
A lot of people don't know these programs are available. LANL must try to get the word out.
Allow large businesses to get contracts instead of small businesses. Make it easier to compete.
Continue outreach to the Northern part of the state.
Continue the efforts but additional funding and influence is needed to make it more effective.
Continue to be visible especially in Santa Fe.
Continue to develop relationships with the tribes. New Mexico based companies need to be involved and employed.
Continue to do outreach and get the word out there by advertising and making public relationships. Support for teachers and programs.
Continue to make an effort to buy from Northern New Mexico and from the state of New Mexico whenever possible.
Continue to work closely with our community colleges and all higher education institutions in Northern New Mexico.
Continues to be inclusive.
Difficult to determine the difference between the county's efforts and the labs.
Do a great job. Move suppliers closer to Los Alamos to profit the community.
Don't know who to contact for that. Need to contact information for various items for economic development.
Easier access for small businesses to contract with the labs.
Explore opportunities to create a research and economic development area.
Finding out what community goals and interests are.
Get more involved in training programs for technical skills.
Get together with municipal governments to determine the best programs.
Give some contracts to the Pueblos in the Four Accords.
Go right to the people who want to start businesses and listen to them. Try to steer them in the proper direction from a business standpoint.
Happy with those they provide.
Help colleges in the area. Technology transfer is very important.
I believe that they have instituted a solid foundation with their programs. Must build and stand on those present at platforms. Do not make any drastic changes.
I commend the lab. Employee sharing program and outreach hours are great.
I greatly appreciate the LANL community program. The office and their staff are great.
I have heard that it is very hard to start up businesses here. Our people in Los Alamos choose to go to SNL or Livermore.
I love to see more transfer of technology to businesses in Northern New Mexico.
I understand regional development. LANL should allow facilitators like RDC do the work with the schools.
I would like to build a high speed wireless link connection from Taos to Albuquerque via Los Alamos.

I would like to see more economic development partnering with our High School students.
Improvements can be done in communication of what LANL does offer in terms of their partnerships.
Increase the business contacts and use the local casinos for conferences and meetings.
Increase the opportunities they have available in the tribal areas.
Involved in core with the lab. Was told they receive funding for primary of subcontracts; not enough going to Pueblos.
It has been carried out very well.
It is hard to get a contract with LANL. They require experience and its impossible for small companies to get in. We would like to see a mentoring program for small companies to partner up with larger ones so we can get a chance to do business.
It would be a boost to Taos if they were to continue to be involved with this because the area is depressed.
Its very difficult to do business with the lab. They involve out of state large corporations that the local small businesses can't compete with. It takes forever to get a contract with the lab. Its too lengthy of a process.
Keep people employed to avoid the trickle down effect.
Keep this going.
Keep up the great work!
Keep working on it.
Lab has been extremely ineffective working and developing partnerships in the community.
Lab needs to be more visible in rural communities.
LANL Coalition is great. Enhancement of small businesses with initiatives and training to support the lab.
LANL could help with small business technology industries.
LANL has made great strides with regional development.
LANL is doing a great job in this area.
LANL is trying very hard. Quarterly breakfasts are very popular.
LANL needs to shed light on economic development procedures. More transparency is needed and more available knowledge about their bidding process for all of the services and contractors in Northern New Mexico.
Like the open house that is held as well as leader meetings.
Give the Pueblo better open communication to partner with them.
Like to see the labs adopt job creation as a technical transfer.
Lincoln interactive filming scientists digitalizing work, we would like to have the same access as LI does.
Make it easier for Northern New Mexico small businesses to get contracts with them. Not able to get funds to commit to Nambe Corp. Need more outreach contacts.

Comments Regarding Improving Economic Development Initiatives *(continued)*

Question 27 (continued): Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving economic development initiatives?

Making progress and need to continue the work in that area.
More communication about what is going on.
More enforcement of purchasing products in Northern New Mexico.
More job availability for higher positions. Need to offer more training programs for Native Americans to become better skilled in technology, management, marketing, and accounting.
More of a transfer of technology from LANL to the private sector would help New Mexico's Economic growth.
More outreach to do more business with the lab.
More outreach with the local community to purchase goods and services.
More preferred business opportunities to those who live in Northern New Mexico.
Moving in the right direction.
Must do more outreach to the community, chambers of commerce and local government.
Need more technology training in schools to create jobs.
Need to focus on bringing more businesses to the area. Make it easier for small businesses to compete with less paperwork.
Need to grow its share of services. Do not outsource to Native Americans.
Need to keep initiatives they do have. They are starting to pay off like NM
Connect and outreach programs that they work closely with.
Need to make direct contact with tribal businesses and tell them what sources are needed. Need to use tribal companies on more projects. Use local sources.
Need to reach out to developmental professionals and partner with them.
Needs to be a closer bond with Espanola valley.
NMSBAP should be expanded to small, non-technology businesses available to everyone.
Not enough support for non-profit organizations that are partnering and doing a lot of work in the community. The teams in economic development community programs are awesome but they need a bigger budget.
Nothing can get done until Northern New Mexico gets its economic development issues taken care of.
Overall, I am very satisfied but would like to see improvement in San Miguel County and Mora County.
Partner up with other community chambers, including a link to all of them from the LANL website.
Quit spending money on programs that don't work, ie: LAVA
Reach out more to the tribes in Northern New Mexico.
Recruit local students.
Ron Lovato has done well working with the tribes and LANL in this area.
Rural areas really benefit from your help. Really look forward to more broadband.
Sandia does a better job; maybe LANL could work with them to improve initiatives.

Should use a lot of the smaller businesses in the valley.
Small business assistance.
Support small business alliance program.
That they continue anything that is of benefit to employment and the protection of our environment. Anything that is of value in these two areas should be high priority.
The community is too dependent on the lab. Needs to be able to have similar training offered to them at the community college as offered at UNM.
The lab has been ineffective in local communities.
The lab has done a terrific job with its available resources; too bad not more money is available.
The lab has tried but could work more closely with local governments.
The lab is spending billions to re-do buildings and importing all the labor, they need to be able to hire non-union work at the lab.
The lab is wonderful in assisting the rural community for Northern NM businesses. LANL's services are invaluable.
The management is focused on economic development.
They are doing a great job.
They are working with the group.
They could get other people involved.
They need to understand that economic development initiatives should be there to enhance individuals and the community not to enhance the lab.
They should offer technical assistance to do short and long term planning and offer strategic planning sessions.
Try to keep in touch with rural leaders; many leaders do not know about the lab and what it is able to do.
Understanding what is at hand and available to the Native American Community.
Use local vendors and outsource locally rather than out of state.
Very impressive. Keep going strong. Hopes continued and partnerships with tribal communities.
We need more information going out to the Taos Pueblo area and we need to open up the lines of communication.
We need to sit down and talk to see what is available. We are very eager.
We would like to be more informed.
Within our community there are many local businesses, plumbers, and electricians, due to the nose dive in the housing market. LANL should broaden the scope of businesses they look at to help.
Work closely with the county government.
Work with Native American companies to help them prepare contracts and bid writing. We have never gotten an opportunity to get a bid. More outreach to Native American owned businesses.

Comments Regarding Improving Community Giving and Involvement Initiatives

Question.28: Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving community giving and involvement initiatives?

A lot of their giving in the Los Alamos area. We don't see a lot of outreach anywhere else.
Analysis of the impact of their United Way giving versus giving to other local non-profits and those funds being matched.
Appreciate the labs willingness to connect with community leaders. This is a big improvement over the last leadership.
Be more prominent with involvement; there is not much in media.
Been helpful to local charities plush having an excellent computer program with the YMCA.
Communication through the employees to people in the community gives us positive news.
Completely unaware.
Continue programs and allow LANL staff members to teach physics in both elementary and middle schools.
Continue the dialogue from year to year with the new tribal government that is elected each year.
Continue to support LANL foundation education initiatives.
Continued communication.
Continued efforts to fund United Way. Also, raise awareness needs and encourage more giving among LANL employees and contractors.
Do a very good job.
Doing well.
Educate the community as to what they are involved in; more community outreach.
Employees involved are doing a great job.
Enjoy what the lab offers. Been beneficial to their community and youth. Positive feedback.
Especially regarding community giving and involvement initiatives, LANL needs to step up their public relations and communications.
Get all businesses involved with LANL and give pricing that will get business people more involved.
Get more information out to the community. Promote what is being done within the community.
Get students more involved in LANL's current efforts in community giving and involvement initiatives.
Give community colleges more training contracts and don't send them out of state.
Have more open forums to invite the whole valley where people can voice their needs and learn more about what is available.
Historically, LANL has been phenomenally generous due to its employees.
Management is always generous.
I feel they focus more on Los Alamos. They need to spread out to Santa Fe and Rio Arriba.
I have a concern about the new coining program. It encourages giving more out of

the area and less giving here in Northern New Mexico.
I have respect for the lab's efforts in the area of community giving.
I know they do a lot for Los Alamos but I am not sure about their involvement in the various other tribes.
I think High School students need to capitalize on community involvement. Do something like community service. We also need to take advantage of LANL employees who are paid to tutor our students.
I think their priority ought to be national security. What they are doing is great and exceeds what is expected.
I would like LANL to revisit the practice of allowing the match of funds to follow designations to religious organizations and out of state.
I would like to see more one on one visits from LANL's upper management. I would like for them to visit the various pueblos to get an idea of what we are about.
If LANL advertised what programs they have that are potentially beneficial, so that people can apply for them.
Improved over time.
Keeping doing what they are doing and move forward in helping the Northern New Mexico community.
LANL does a great job with these areas.
LANL does an outstanding job in the area of community giving and involvement.
LANL foundations stop distributing broad amounts of funds.
LANL is a leader when it comes to giving to the community and I am not sure what else LANL could do to improve.
LANL needs a little more of a human presence in the Northern New Mexico outlying regions of Taos, Pefiasco, and the smaller villages.
LANL needs to find ways to make people more aware of what is available in the realm of community initiatives.
LANL needs to look at the unemployment and do outreach to the native community.
LANL really does a great job with community outreach, especially in the small business world.
LANL should continue to prioritize community involvement initiatives as they are doing a great job.
LAPS are very grateful for million dollars. I hope LANL would consider increasing that amount due to increase in costs.
Like to see more dollar commitment to other community based organizations and non-profits.
More attention should be paid to non-profits that work in economic development.
More scholarships given in our area.
More senior management involved in the Santa Fe and Los Alamos communities.
More time doing it and less time and money in studying it. RDC is a prime example of lots of money in but nothing coming out.

Comments Regarding Improving Community Giving and Involvement Initiatives *(continued)*

Question.28 (continued): Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving community giving and involvement initiatives?

Need some opportunity to be involved in what they are doing. Native American community would like to be involved in the labs.
No one wants to speak out in public forums. They need to be able to reach out on an individual basis.
Not aware of any programs. Need to do more outreach in the community.
Open even yearly in the community; an awareness invites all the little organizations to this event. Awareness of what the non-profits do.
Please give more to the schools in the area.
Programs that honor service learning.
Reach out to the communities that have not made requests. Find out specific needs of each community and try to meet those needs through a percentage to each community.
Reach smaller communities.
See extended help through the Pueblo region. A lot of help is more visible in Los Alamos County.
Should continue as they are.
Talk to those who are truly needy.
The lab should participate in major fundraisers and get more involved in the community through YMCA, Big Brothers/Big Sisters, and Golf Tournaments.
The workshops provided to teachers are very important and I hope it continues.
They already do a good job in this area.
They are doing great in this area.
They are doing great, as much as can be expected.
They do appear to be supporting community efforts.
They need to come out to the tribal areas and find out what we need. People in

this area want to live here and preserve the land. One of the problems we are still dealing with is the airport issue.
They should participate with and involve all races; keeping a balance proportionate to the population.
They spend a lot of time with United Way. I would like to see them give more to local organizations; open up a proposal process to aid other groups.
This should be increased as much as possible, through more community outreach.
To include contracts to go to Native American companies.
Totally unaware of what you are doing.
Try to keep business support local.
United Way only funds certain items; perhaps look at funding other organizations.
Very helpful.
Visit Pueblos and see what their needs are by talking directly to the people. Hold community meetings and tribal leader meetings.
We have benefited from LANC, LLC services to the communities. We have received free equipment that was very beneficial to the pueblo.
We welcome any help or support from LANL to benefit the public schools here.
We would like to know what is available and what LANL is involved in.
We would like to see more assistance to the tribal governments from the LANL foundation.
Work with more non-profit organizations like the boys and girls club.
Working to improve water management.
Would like to hear from the community.
Would like to know where everything goes.

Comments Regarding the Laboratory

Question 29: Is there anything regarding the Laboratory that you would like to comment on?

A citizenship awareness about each organization. Eliminate stigma and poor perception about Northern New Mexico.
A method of communication with the local business community.
A wonderful asset to New Mexico. They are doing a good job.
As this practice has resulted in an ever increasing amount of money going to religious organizations and out of state.
Better individual communications so business leaders feel free to give their comments without the media focus.
Continue to highlight LANL's nuclear program to let the general public know that LANL is more than a nuclear facility.
Continue to think positively to improve our state and the future of our youth. LANL appears to be unapproachable to the public because we have a vague idea of what their role is and not enough knowledge about them.
Could possibly increase on the job training for graduates so they would not as readily move away.
Doing a good job. Good for Northern New Mexico.
Environmental problems still exist; want % assurance that all of the problem is cleaned up no matter the cost.
Every district in state is funded at an equal rate. LANL should distribute funds at an equal rate as well.
Everything the lab has done has been very good for the community.
Express my appreciation to Kurt Steinhilber, Carol Rutten, and Tom Cordova of the community relations office.
From a community view it would be great if you could hire more people from the community.
Fundamentally the lab is a scientific enterprise. But the lab no longer attracts top notch scientists and researchers due to oppressive management.
Getting better all the time.
Glad that they are in Northern New Mexico.
Glad they are continuing to include efforts in local areas.
Good asset for Northern New Mexico; continue and expand regular seminars for citizens and local governments.
Good paying jobs and LANL's overall effect on the community is great.
Good progress since the survey last year.
Grateful that LANL is here in Northern New Mexico.
Have an open book policy to share what the community has gone through. Let the community know what is going on environmentally.
Hope it is operating safely; water concerns for the community.
I am glad LANL is here. Their efforts are appreciated.
I am glad the lab is here.
I appreciate the effort of LANL.
I get too many hard copy document in the mail. I would prefer to get it by email.
Also, this survey should distinguish between the historical and recent performances.

I have been satisfied with their outreach programs.
I have had very positive interactions. LANL has been very helpful and hosted National Conference in Santa Fe. Tours taken at LANL that can be arranged by the community outreach office.
I think LANL has a wealth of information to offer us. We'd like to build avenues to access all information to aid our students.
I think the lab is making their efforts and we want to meet them half way. We all need to be attentive.
I think there is a very strong anti-lab presence in Taos. Keep the information flowing.
I think this survey is an excellent way for us to voice our opinion. I am glad they are doing this.
I would like to develop better resources on what companies can do to partner with "realtors as ambassadors" with LANL's human resources department.
I would like to meet and discuss planning issues with Director Mr. Anastacio to see what technical assistance is available.
If in fact I was sent a letter, send information to me beforehand such as a newsletter on a monthly basis.
It is a great institution.
It would be nice to have tours available so people know what they are all about and what their mission is.
Lab does a lot to serve the world. Very respected as leaders in the scientific community worldwide.
Lab doing a good job in trying to reach minorities including tribal agencies in involving them for contracts with the lab.
Lab used to buy and contract with companies owned by tribes and is no longer using them as a source for materials and fuel. Stopped using them and didn't notify them why.
Labs are great. Great opportunities for the Valley.
Labs are making great strides on multiple levels, not yet perfect, but making progress.
LANL has always been a strong economic force and I hope the government will continue to provide and support them so that they will continue to help Northern New Mexico.
LANL is doing a good job with current climate in the world.
LANL is responsive to all of the pressures from Washington. Meanwhile, LANL has done an excellent job at being attentive to the Indian Pueblos and all communities in New Mexico.
LANL is underappreciated. Beef up public relations.
LANL needs to project a positive image through their outreach efforts through marketing, advertising, and public relations.
LANL should not be the driving force to the local economy. Can't just depend on LANL contracts, need business to diversify.

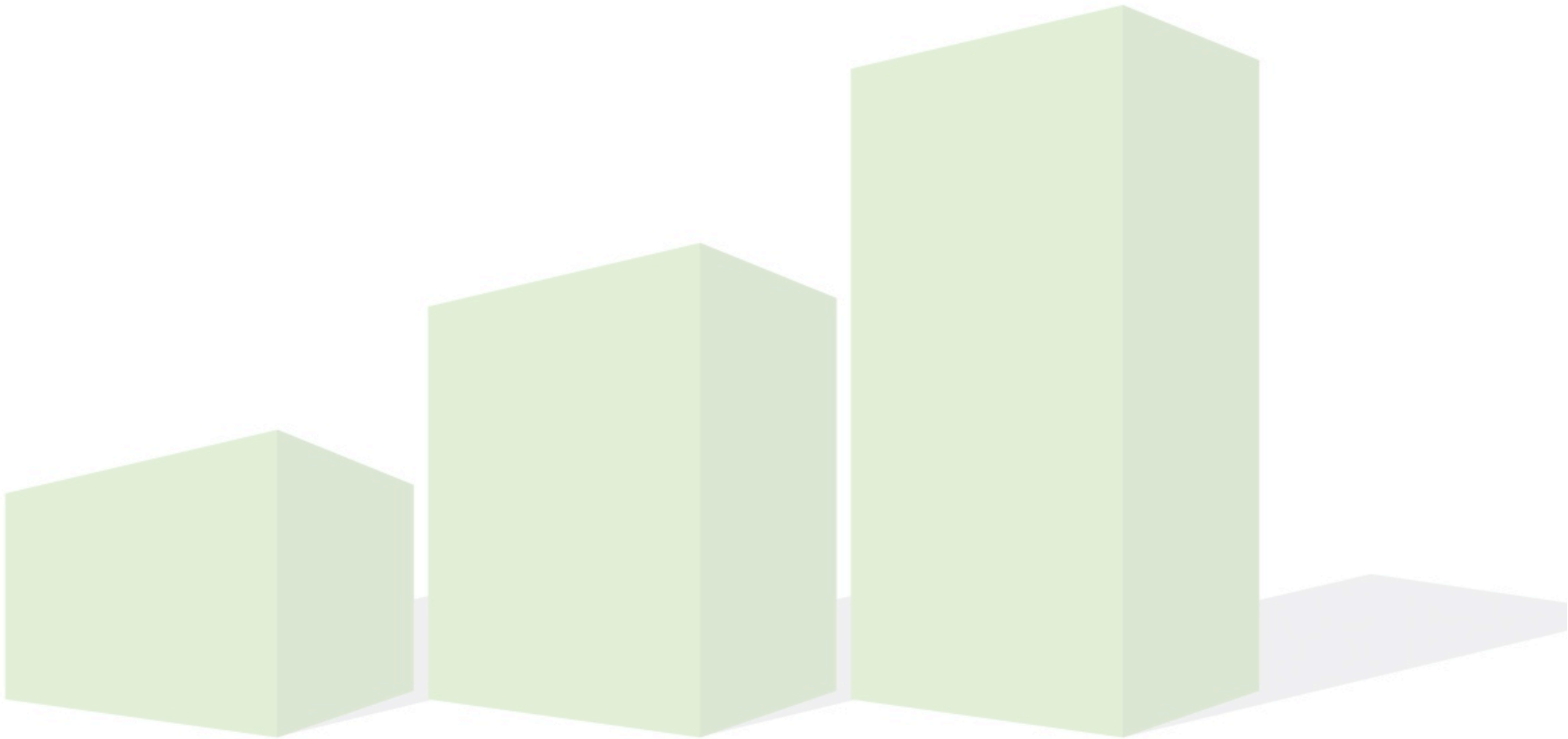
Comments Regarding the Laboratory *(continued)*

Question 29 (continued): Is there anything regarding the Laboratory that you would like to comment on?

LANL should show us an internet mailing list of all businesses and non-profits that are recipients of LANL's community giving.
Love it! Hope it stays around for a long time. Has a good impact in Northern New Mexico and is very beneficial to the community.
Make arrangements to take care of emergencies after pm.
Management at LANL needs to become more part of our community.
More and more people are reading the Albuquerque Journal-North Edition. Maybe you could focus on that more to get information to the community.
More community outreach to the Native Americans and meet their needs on the tribal level.
More outreach to the Pueblo communities.
More research into solving global warming and greenhouse gasses produced in residential construction.
Native American community boundary with the labs; it effects them and they need to be notified with activities pursuing and involved in.
Need job shadow days for students to tour LANL in appropriate departments.
Need to diversify.
Over the years I have seen lots of improvement in the labs relationship with the business community. More resources are needed for those individuals involved in technology commercialization.
Overall positive view of lab but needs more community outreach.
People at the labs should not look down on others.
People keep calling LANL, LANS. They need to pick one name for the laboratory. It is confusing that way.
Problems with understanding the reorganization of the program; the outside community has problems with the organization structure due to constant change.
Quarterly leader's breakfasts are a great idea to connect with community leaders.
Start working with San Miguel and Mora Counties and attend their outreach; develop more efforts of economic development.
Support the local businesses.
Thank you for being such good corporate citizens.
The future possibility to be more involved in public schools as well as Universities.
The lab has been a terrific neighbor. A great asset to the community. Keep up the good work.
The lab is becoming very secretive about the import and eventual disposal of plutonium.
The lab is beneficial to all of Northern New Mexico. We just need to communicate and learn from each other.
The lab lives in the community but seems to be oblivious to this. Lab management needs to be more attentive.

The lab offers major support for the area.
The laboratory is an important employer in Northern New Mexico.
The leadership of community initiatives is very good. The labs efforts in economic developmental technology transfers is problematic.
They are a good corporate citizen.
They are a very big part of Northern New Mexico. National defense and research is great.
They are doing excellent in supporting the community.
They do a great job.
They have to look at the demographics of people who are looking and applying for jobs.
They should communicate more on their successes such as educational outreach programs.
Tough time for everybody. Let people know that we understand the stress they feel. Management lets people know they are supportive and committed to them.
Very satisfied with the labs efforts with the school district.
We appreciate the survey and the fact that we are being kept in the loop.
We are always concerned about the air and water pollution. If we had a public directory we could understand what's going on. If LANL could open up their parks to music and plays the public would feel closer and LANL would not seem separate.
We are very fortunate to have the lab as a huge employer as it greatly contributes to our economic development here.
We have a good relationship with LANL. LANL does a good job with the utilities and with the co-ops.
We have seen great improvement over the years and I would like to see this collaboration more by keeping us informed.
We just need to make sure we communicate together about what is going on with contracts, economic development, and education.
We need to keep the environment clean. This is the most important of all.
We would like to have a copy of this served ahead of time in order to prepare our answers. We would also like to know the survey results, how they are used, and a written copy of findings.
Wish there was a way that Northern New Mexico could learn about the value the lab brings to the local community and the state. They have a huge positive impact on the community and they are sold short due to bad publicity. Need to outreach positive things about the community.
Would like to see the benefits office be more interactive. Need a much more cooperative attitude with the provider communities.

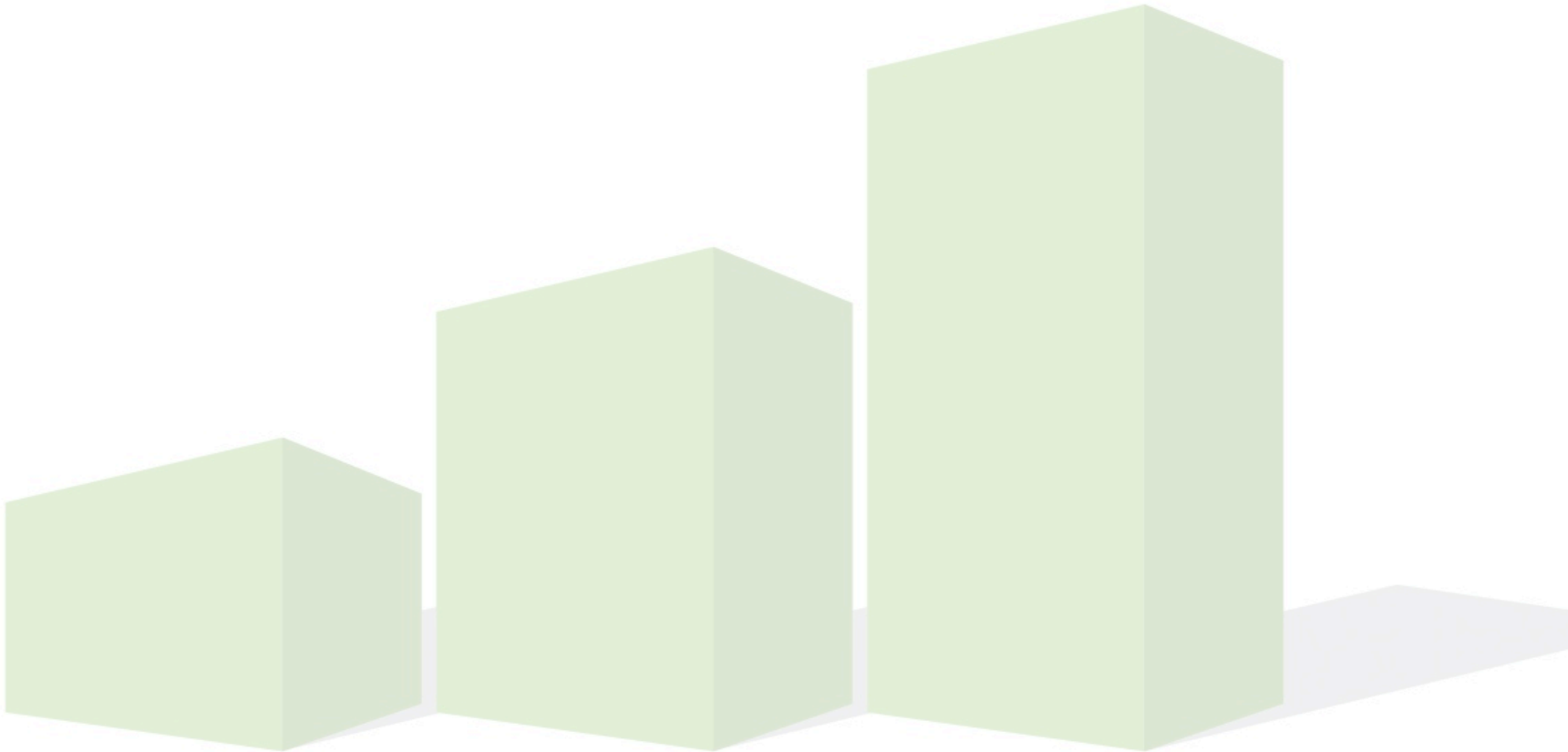
VII. Demographics



Demographics of Sample (Weighted)

	<i>Total Sample (n=222)</i>
<u>Gender</u>	
Male	63%
Female	37%
<u>County</u>	
Santa Fe	32%
Los Alamos	21%
Rio Arriba	17%
Other New Mexico	19%
Taos	8%
<u>Organizational Sector</u>	
Economic/Business	35%
Government	46%
Education	26%
Tribal	15%
Special Interest Groups	3%

VIII. Questionnaire



Los Alamos National Laboratory Community Leaders
August 2010
FINAL
N = 310 possible

Hello, may I speak to (name on list)? (IF UNAVAILABLE, ASK FOR A GOOD TIME TO CALL BACK OR SCHEDULE AN APPOINTMENT WITH THE SECRETARY)

Hello. My name is *YOUR NAME* . I'm calling on behalf of Los Alamos National Laboratory. We are conducting a survey among community leaders, such as yourself throughout the Northern New Mexico region. The Laboratory would appreciate your opinions on some key issues. Perhaps you recall recently receiving a letter from the Laboratory about this study.

A. NOTE TO POLLER: WHICH COUNTY IS THIS?

1. Los Alamos
2. Rio Arriba
3. Santa Fe
4. Sandoval
5. Taos
6. San Miguel
7. Mora
8. Other New Mexico
9. Other Out-of-State

B. NOTE TO POLLER: WHICH ORGANIZATIONAL SECTOR IS THIS?

1. Governmental (Possible 67)
2. Economic/business (Possible 103)
3. Education (Possible 68)
4. Tribal (Possible 66)
5. Special Interest Groups (Possible 6)

1. **What would you say is the single biggest challenge facing Northern New Mexico today? (DO NOT READ CATEGORIES. UP TO 3 RESPONSES)**

Crime:

- 001. Illegal drug use
- 002. Crime rate
- 003. Gangs
- 004. DWI rate
- 005. Police/legal system
- 006. Violent crime

Social/Cultural:

- 007. Alcoholism
- 008. Programs/activities for youth
- 009. Domestic violence/family problems
- 010. Welfare reform

Economy:

- 011. Economy: weak
- 012. Lack of skilled labor/labor force
- 013. Local government budget deficit
- 014. Non-availability of good jobs
- 015. Lack of training for good jobs
- 016. Lack of effective workforce development programs/training for unemployed
- 017. Taxes are high/unreasonable
- 018. Cost of housing is high/unreasonable
- 019. Availability of low income/affordable homes

- 499. Nothing in particular
- 500. Don't know/won't say

Other (SPECIFY) _____

- 020. Cost of living is high/unreasonable
- 021. Not enough private business
- 022. Lack of economic opportunities
- 023. Economic diversification
- 024. Growing too big/too fast
- 025. Low wages
- 026. Limited economic opportunities

Education:

- 027. Educational system is poor
- 028. Quality of school facilities
- 029. Quality of teachers
- 030. Low pay for teachers

Environment:

- 031. Fire/risk of fire
- 032. Environment/polluted air
- 033. Drought
- 034. Nuclear waste transport
- 035. WIPP/radioactive waste

Miscellaneous:

- 036. Affordable day care
- 037. Lack of services for the disabled
- 038. Lack of services for elderly
- 039. Gambling/lottery
- 040. People don't vote

- 041. Government/political leadership is incompetent
- 042. Government/political leadership is crooked
- 043. Gun control
- 044. Healthcare reform
- 045. High price of gasoline/fuel
- 046. Homeless
- 047. Illiteracy
- 048. Land development out of control
- 049. Master planning
- 050. Military presence
- 051. Sewers/drains
- 052. Tourism is ruining the area
- 053. Decline of workplace values

Traffic:

- 054. Noise
- 055. Congestion
- 056. Roads/streets/highways are bad
- 057. Constant street maintenance/orange barrels
- 058. Bridges ruining environment/atmosphere

Water:

- 059. Water shortages/reserves
- 060. Don't have city water utilities
- 061. Water quality/pollution

2. **Generally, what is your impression of Los Alamos National Laboratory? Using a 5-point scale in which 5 is *very favorable* and 1 is *very unfavorable*, what is your impression of Los Alamos National Laboratory?**

Very
Favorable

Very
Unfavorable

Don't Know/
Won't Say

5.....4 3..... 2..... 1 6

3. **Companies, like individuals, can be members of the community. How would you rate Los Alamos National Laboratory as a corporate citizen in Northern New Mexico? Please use a 5-point scale where 5 means Los Alamos National Laboratory is *outstanding* and 1 means they are *unacceptable*.**

Outstanding

Unacceptable

Don't Know/
Won't Say

5.....4 3..... 2..... 1 6

4. **Using a 5-point scale where 5 is *very favorable* and 1 is *very unfavorable*, what is your overall impression of the Laboratory's Management and Operations contractor, Los Alamos National Security, LLC?**

Very
Favorable

Very
Unfavorable

Don't Know/
Won't Say

5.....4 3..... 2..... 1 6

5. **What are the top three ways that you receive information about Los Alamos National Laboratory? (DO NOT READ CATEGORIES) (TAKE UP TO 3 RESPONSES)**

001. Newspapers

002. Television

003. Radio

004. Internet

005. Laboratory website

006. Laboratory meetings

007. Quarterly Regional leaders' breakfast

008. Other meetings/talks

009. Newspaper advertising

010. Neighbors/friends/family

011. Press releases

012. Monthly electronic newsletter/Connections (email)

013. Daily electronic Newsbulletin (email)

014. I work there

015. Lab employees

016. Los Alamos Report

500. Don't know/won't say

Other (SPECIFY) _____

6. In what ways would you prefer to receive information about LANL and the programs and services the Lab offers? (DO NOT READ CATEGORIES) (TAKE UP TO 3 RESPONSES)

- | | |
|--|--|
| 001. Newspapers | 009. Newspaper advertising |
| 002. Television | 010. Neighbors/friends/family |
| 003. Radio | 011. Press releases |
| 004. Internet | 012. Monthly electronic newsletter/Connections (email) |
| 005. Laboratory website | 013. Daily electronic Newsbulletin (email) |
| 006. Laboratory meetings | 014. I work there |
| 007. Quarterly Regional leaders' breakfast | 015. Lab employees |
| 008. Other meetings/talks | 016. Los Alamos Report |
| 500. Don't know/won't say | |

Other (SPECIFY) _____

I'm going to read you a list of items about Los Alamos National Laboratory and please tell me how satisfied you are with each one. Would you say you are *very satisfied*, *somewhat satisfied*, *somewhat dissatisfied*, or *very dissatisfied* with...(READ STATEMENT)

- | (RANDOMIZE) | <u>Very Satisfied</u> | <u>Somewhat Satisfied</u> | <u>Somewhat Dissatisfied</u> | <u>Very Dissatisfied</u> | <u>Don't Know</u> | <u>Won't Say</u> |
|---|-----------------------|---------------------------|------------------------------|--------------------------|-------------------|------------------|
| 7. The Lab's efforts to listen to the perspectives of the Northern New Mexico community | 4..... | 3..... | 2..... | 1..... | 5..... | 6..... |
| 8. The Lab's efforts to respond to the perspectives of the Northern New Mexico community | 4..... | 3..... | 2..... | 1..... | 5..... | 6..... |
| 9. The overall impact that the Lab has on the economy of the Northern New Mexico community | 4..... | 3..... | 2..... | 1..... | 5..... | 6..... |
| 10. The Lab's efforts to provide effective environmental stewardship, monitoring, and remediation..... | 4..... | 3..... | 2..... | 1..... | 5..... | 6..... |
| 11. The Lab's involvement in Northern New Mexico through programs such as school and holiday drives, employee giving campaigns, and other charitable programs | 4..... | 3..... | 2..... | 1..... | 5..... | 6..... |

12. The overall impact that the Lab has on education in the Northern New Mexico community 4..... 3..... 2..... 1..... 5..... 6

Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnerships? Would you say the following partnerships have been *very effective*, *somewhat effective*, *somewhat ineffective* or *very ineffective*? The first is Los Alamos National Laboratory's partnership...

- | | | Very
Effective | Somewhat
Effective | Somewhat
Ineffective | Very
Ineffective | Don't
Know | Won't
Say |
|-------------|--|-------------------|-----------------------|-------------------------|---------------------|---------------|--------------|
| (RANDOMIZE) | | | | | | | |
| 13. | With the business community in Northern New Mexico | 4..... | 3..... | 2..... | 1..... | 5..... | 6 |
| 14. | With the school districts, colleges, and universities in Northern New Mexico | 4..... | 3..... | 2..... | 1..... | 5..... | 6 |
| 15. | With local county and municipal governments in Northern New Mexico | 4..... | 3..... | 2..... | 1..... | 5..... | 6 |
| 16. | With Tribal governments and Tribal agencies | 4..... | 3..... | 2..... | 1..... | 5..... | 6 |
| 17. | With State government agencies | 4..... | 3..... | 2..... | 1..... | 5..... | 6 |
| 18. | With the State Legislature | 4..... | 3..... | 2..... | 1..... | 5..... | 6 |
| 19. | With community nonprofit organizations | 4..... | 3..... | 2..... | 1..... | 5..... | 6 |

Please rate if you are *very satisfied*, *somewhat satisfied*, *somewhat dissatisfied*, or *very dissatisfied* with Los Alamos National Laboratory's efforts in the following areas.

(RANDOMIZE)	Very <u>Satisfied</u>	Somewhat <u>Satisfied</u>	Somewhat <u>Dissatisfied</u>	Very <u>Dissatisfied</u>	Don't <u>Know</u>	Won't <u>Say</u>
20. The Lab's efforts to purchase goods and services from businesses in Northern New Mexico communities during the last year	4	3	2	1	5	6
21. The efforts of Los Alamos National Laboratory to support education activities through grants and the LANL Employees Scholarship Fund	4	3	2	1	5	6
22. The education programs offered by LANL such as the Bradbury Museum, Math and Science Academy, Supercomputing Challenge, and partnerships with New Mexico Colleges and Universities	4	3	2	1	5	6
23. The methods available to you to communicate with Los Alamos National Laboratory to voice your needs, concerns, and ideas	4	3	2	1	5	6
24. The Lab's economic development programs such as Northern New Mexico Connect, and the New Mexico Small Business Assistance Program	4	3	2	1	5	6
25. The Lab's efforts to foster new businesses in Northern New Mexico through its technologies	4	3	2	1	5	6

26. Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving education initiatives?

999. No other comments/suggestions

27. Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving economic development initiatives?

999. No other comments/suggestions

28. Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving community giving and involvement initiatives?

999. No other comments/suggestions

29. Is there anything regarding the Laboratory that you would like to comment on?

999. No other comments/suggestions

THIS CONCLUDES OUR SURVEY. THANK YOU FOR YOUR TIME. HAVE A GOOD DAY.

NOTE TO INTERVIEWER, WAS RESPONDENT:

1. Male
2. Female

Respondent's Phone Number _____

Interviewer Name _____

Interviewer Code _____